Barnsley Metropolitan Borough Council Libraries Review Needs Assessment

Produced by:

Business Improvement and Intelligence Team
Barnsley Metropolitan Borough Council

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Barnsley Metropolitan Borough Council Libraries Review Needs Assessment

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iii. Metadata

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1   Introduction

1.1   Purpose

Barnsley MBC has changed significantly over the last few years and it is now essential that all decisions are supported by data and information. We have also been changing how we deliver services whilst delivering savings and efficiencies. It is important for us to continuously benchmark, quality assure, performance manage and improve our services.

The Public Libraries and Museums Act 1964[1] states, that all authorities have a statutory responsibility to *"provide a comprehensive and efficient library service for all persons"*. Local authorities have a duty to allow free access for all who wish to use it, but their obligation to lend extends only to those who live, work or study full-time in their area.

In recent years we've seen more people visiting libraries, but less books being borrowed. There's more demand for digital and online services, for internet access and for flexible opening hours. Due to the changing demands, advancing technology and reducing budgets it's really important that our library service evolves to meet these changing needs. In future we need to support a wide range of council strategies: Digital First; Barnsley Health and Care Together; Public Health Strategy and Jobs Plan and Customer Service Strategy to support our libraries to deliver 'Ambition for Public Libraries in England 2016-2021[2]' and encourage a 'Libraries First' approach.

The Library Service forms part of a broader customer services offer comprising of the contact centre, the web development team (including digital champions) and the service development team. From this cluster of services, a financial saving of £872k was proposed to be achieved by 2019/20 from which it was anticipated that £165k would be derived from the Libraries Review.

This needs assessment has been produced as part of our performance management processes and ensures that Barnsley MBC continues to meet its statutory obligations through the use of data and analysis of its users and the local demographics.

Overleaf are a couple of Infographics produced by the Libraries Taskforce[3], which summarises how libraries provide lifelong services, and what contribution they make to wider society.

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[1] http://www.legislation.gov.uk/ukpga/1964/75

[2] https://www.gov.uk/government/publications/libraries-deliver-ambition-for-public-libraries-in-england-2016-to-2021

[3] The Taskforce's role is to enable the delivery of the recommendations from the Independent Library Report for England and to build upon and add value to existing good practice, partnerships and other activities that are already supporting public libraries. It also promotes libraries to national and local government and to potential funders, and creates a strong and coherent narrative around the contribution public libraries make to society and to local communities. It reports to the Department for Digital, Culture, Media and Sport (DCMS) and the Local Government Association (LGA).

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Figure 1: Libraries Deliver: Libraries are for everyone, throughout their lives
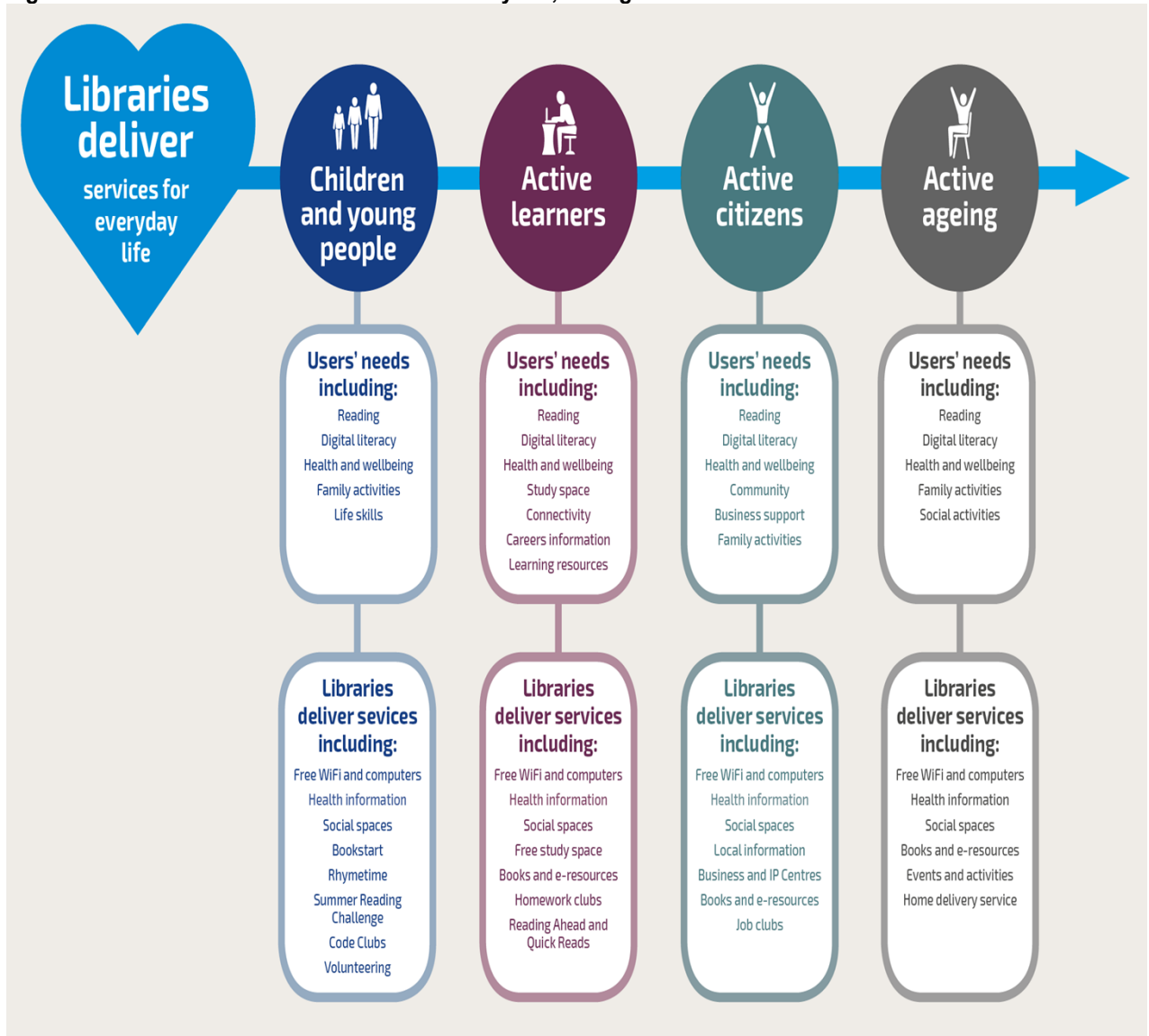
(Source: Libraries Task Force, Libraries Deliver Libraries are for everyone, throughout their lives (2018))

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Figure 2: Libraries Deliver: Library services deliver against 7 outcomes (2018)

(Source: Libraries Task Force, Libraries Deliver
Library services deliver against 7 outcomes (2018))

1.2   Statutory Duty

The Libraries and Museums Act 1964[4] requires Local Authorities to deliver a public library service. The main obligation is to provide a 'comprehensive and efficient' service for all persons in the area who want to make use of it, to promote this service and to lend books and other written materials free of charge.

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[4] http://www.legislation.gov.uk/ukpga/1964/75

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The clearest guidance to define 'comprehensive and efficient' comes from a 2009 Wirral Inquiry Report[5] by Sue Charteris, which identified the need for a library strategy based on analysis and assessment of local needs. More recent judicial reviews have also highlighted the need to take particular account of equalities implications of any proposed service changes. The requirement to demonstrate best value and adhere to procurement rules have also appeared in some judicial reviews.

The lessons learnt from the Charteris report and the subsequent judicial reviews into other library authorities' proposals for change have been taken into account during this review. The needs analysis has been very thorough and extensive, taking particular account of equalities related information as we are aware of the significant variations within the borough. Any subsequent proposals for change will have full Equality Impact Assessments and are planned to go to public consultation.

1.3   Methodology

To ensure that our needs assessment is comprehensive and fit for purpose we explored all national guidance and examples of needs assessments and reviews from other authorities including Wirral, Waltham Forest, Lancashire, Brighton and Hove, Bath and North East Somerset and Bromley and Torbay.

We found that as part of the Public Inquiry into Wirral MBCs Library Service in 2009 it was suggested that an analysis of need should be based on the following:

- *Consideration of the wide range of those needs caught by the definition of all those who live, work and study in the area, and the specific needs of adults, children and young people of all ages;*
- *An assessment of accessibility – drawing on travel data including car usage data, public transport routes and the cost of services;*
- *Consideration of the views of existing users, and an attempt to analyse the reasons and motivations of non-users and how their use could be encouraged;*
- *An assessment as to whether there is any differential impact (via an Equality Impact Assessment) on whether any specific communities or groups would suffer any adverse impacts as a result of the changes to the service; and*
- *Consideration of information from partner organisations and other departments, including reference to learning strategies for children and adults, links with social and adult care, and employment initiatives.*

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[5]http://webarchive.nationalarchives.gov.uk/20100407120701/http://www.culture.gov.uk/reference_library/publications/6485.aspx

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A letter in response to a local inquiry into library provision in Lancashire[6] in April 2017 has also suggested that the needs assessment used by Lancashire County Council (LCC) to inform its proposals did not fully take into account older people and the needs of residents on low incomes. In addition, the criticisms suggest that the needs assessment was based primarily on Indices of Multiple Deprivation (IMD) and prioritised library closures on this basis. The criticisms also indicated that this approach meant the Council had not properly identified the pockets of deprivation that exist in geographical areas where the overall deprivation indices are less pronounced.

The criticisms also suggested that LCC's proposals did not take account of planned increases in population for certain communities in the county.

The work undertaken by the Libraries Taskforce around casting a vision for what a modern library service will look like has been considered. They have a clear outline of where they want to go, and an action plan for how they are going to get there. They haven't yet set out the guidance of what a local needs assessment should cover in respect of Libraries, so the work undertaken by other Local Authorities who have recently produced such needs assessments has been used as a guide.

Our research has helped us to identified indicators and information that should be used in our review if available.

All the data and information that has been used within this needs assessment is of the best available quality and latest time period as of February 2018 (despite some of the indicator data being from 2011 Census). The performance data used is from 2017 (calendar year).

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[6] https://www.gov.uk/government/publications/letter-from-minister-for-civil-society-rob-wilson-stating-a-minded-to-decision-on-public-library-provision-in-lancashire

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Currently, Barnsley has 15 council run libraries across the borough as illustrated in Figure 3 below. There is also a small Polish library within the town centre which is self-funded and run by volunteers, therefore is not part of this study. The sites of the 15 council run libraries have been defined by whether they deliver a full library service based on the Chartered Institute of Public Finance and Accountancy (CIPFA) definition; *"are open more than 10 hours and are staffed and provide public access to computers"*.

Figure 3: Library locations across Barnsley by Area Council
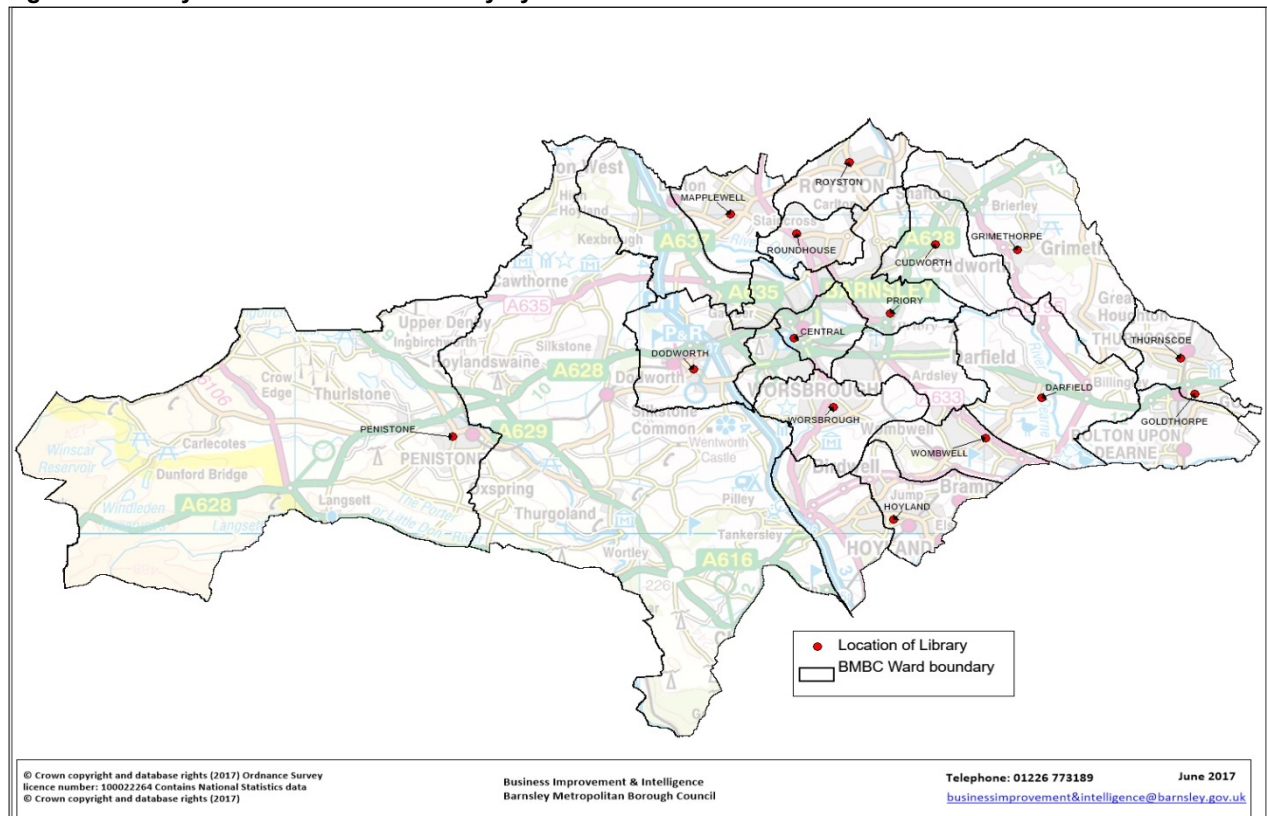
To ensure that we adequately review and meet the requirements of our community we have used data where possible at Lower Super Output Area[7] (LSOA) (geographical areas of approximately 1,500 people or up to 650 households) to create library catchment areas.

1.3.1   Library Catchment Areas

For each library we have defined a catchment area which is based on the closest LSOA to each library. There are 147 LSOAs in the borough, and maps showing which ones make up the catchment area for each library are in Appendix A.

LSOA allow for more detailed breakdowns of need and ensure that the needs of all the population are taken into account.

The allocation of an LSOA to its closest library is based on the straight line distance between the library and the centre of the most densely populated area within a LSOA (as defined by the ONS, known as Population Weighted Centroids)[8].

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[7] http://webarchive.nationalarchives.gov.uk/20160105160709/http://www.ons.gov.uk/ons/guide-method/geography/beginner-s-guide/census/super-output-areas--soas-/index.html
[8] http://webarchive.nationalarchives.gov.uk/20160105160709/http://www.ons.gov.uk/ons/guide-method/geography/products/census/spatial/centroids/index.html

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2 Demographic and Socio-Economic Background

2.1 Demographic Information

2.1.1 Resident Population

The Office for National Statistics ONS mid-2016 population estimates show Barnsley's population consisted of 241,218 people, of which 49.4% were male and 50.6% female. The Barnsley population consisted of 44,516 children and young people aged 0 to 15 (18.5% of the total), 151,026 working age people aged 16 to 64 (62.6% of the total) and 45,676 people aged 65 and over (18.9% of the total). Figure 4 illustrates the variation across the age groups and that the gender breakdown is almost identical except for those aged over 65 years where there are more females.

Figure 4: Population of Barnsley by gender
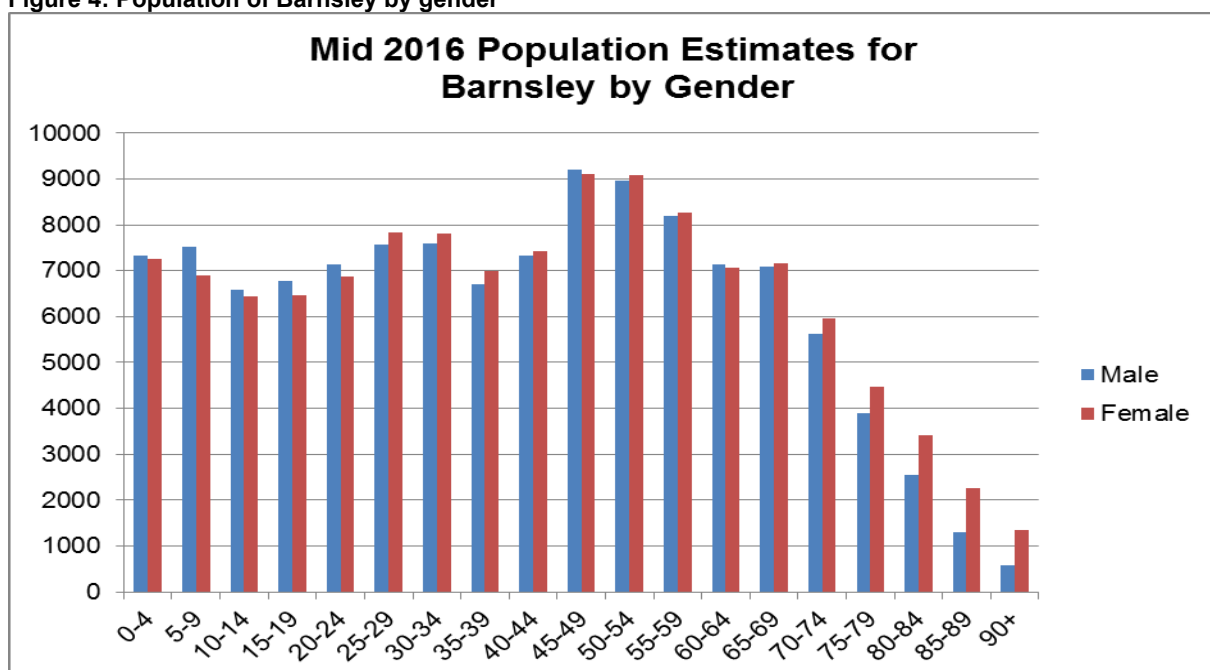
(Source: ONS 2017)

Between 2015 and 2016 there was a population change of 1,899 (0.79%) residents this was due to 2,763 births and 2,389 deaths, net internal migration of 653 and net international migration of 877.

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Figure 5: Population of each library catchment area using Mid-2016 population estimates
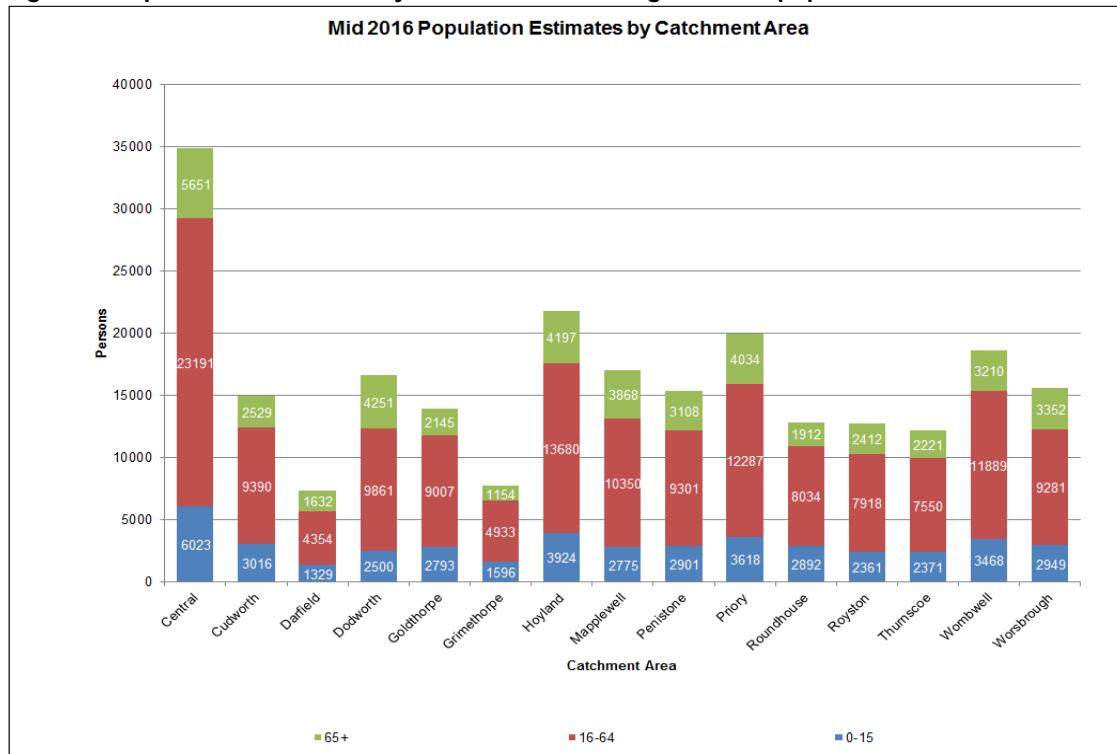
(Source: ONS 2017)

Library catchment area population estimates suggest there are significant variations across the areas for both overall size and the age profile as illustrated in Figure 5.

2.1.2 Workday Population

The 2011 Census has provided statistics about the characteristics of the workday population. The workday population is an estimate of the population during the working day. It includes everybody who works in an area, whether they usually live there or not. Data shows that in Barnsley there were 210,571 people in total, of which 101,508 (48.2%) were male and 109,063 (51.8%) female.

2.1.3 Population Projections

Using ONS mid-2014 population projections and assuming the number of births, deaths and migration trends continue as in previous years, the Barnsley resident population is expected to reach approximately 265,631 by 2033 (an 11.7% increase from 2014). Table 1 and Figure 6 show that the Barnsley resident population is increasing. It is anticipated that people moving to the borough (internal migration) and people living longer will be the main drivers of population growth over the projection period. A small increase is expected due to international migration, whilst the positive annual impact of natural change on population growth reduces as the population ages.

These figures do not take account of changes due to the Local Plan or any strategies within the area.

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Table 1: Barnsley population projections

Age band	2014	2033	% Change
0-15	43,763	46,985	7.4%
16-64	150,064	153,332	2.2%
65+	44,016	65,314	48.4%
All	237,843	265,631	11.7%

(Source: ONS 2016)

Figure 6: Barnsley population projections percentage change by age group
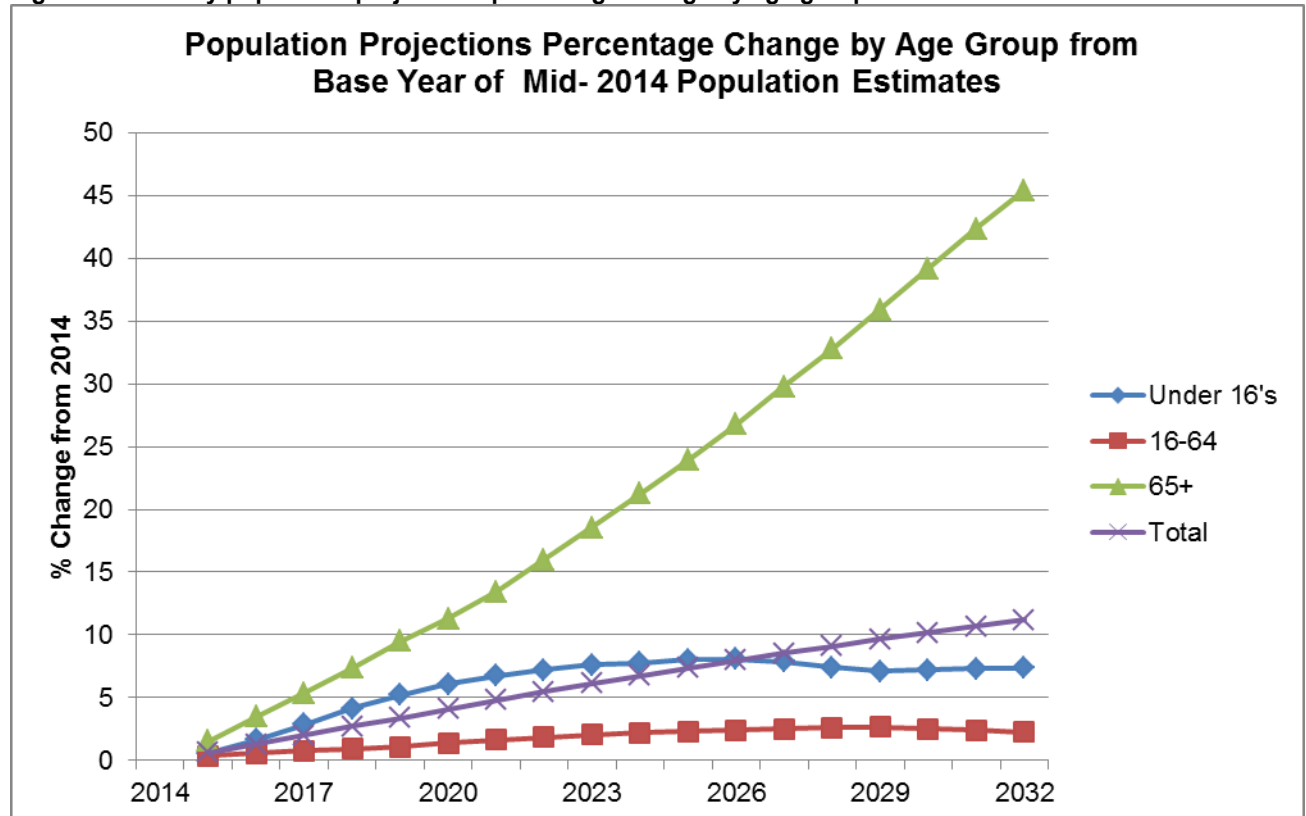
Source: ONS 2016

2.1.4   Household Projections

The Department for Communities and Local Government (DCLG) 2014 based household projections for Barnsley show that the number of households will increase by 19,930 over the 2014-2039 projection period, equivalent to an additional 797 households per year.

2.1.5   Local Plan

The Local Plan in Barnsley considers the ONS population and household projections to inform the estimate of housing provision. Policy H1 of the proposed Local Plan sets out the housing requirement as 20,900 net additional new homes for the 19 year plan period (2014-2033), equating to 1,134 new homes per year. This housing requirement has incorporated the ONS 2014 demographic projections and any further adjustments taking into account the council's job growth aspirations (that is to achieve approximately 17,500 additional new jobs in the plan period). Policy H2 sets out the distribution of those new homes across the borough as illustrated in Table 2:

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Table 2: Local Plan projections

Settlement	Number of homes	Planning Permissions	Total	% of overall supply**
Urban Barnsley*	6,335	3,297	9,632	45%
Cudworth (including Grimethorpe and Shafton)	1,088	210	1,298	6%
Dearne (including Goldthorpe, Thurnscoe and Bolton on Dearne)	2,015	918	2,933	14%
Hoyland (including Birdwell, Blacker Hill, Elsecar, Hemingfield and Jump)	2,277	215	2,492	12%
Penistone (including Cubley and Springvale)	653	389	1,042	5%
Royston	759	442	1,201	6%
Wombwell (including Darfield)	1,396	681	2,077	10%
Other	407	416	823	4%
Total	**14,930**	**6,568**	**21,498**	**100%***

(Source: BMBC 2017)

*Urban Barnsley incorporates the main built up area of Barnsley extending from Athersley to Worsborough (North to South) and Higham to Ardsley (West to East) and also includes Darton and Dodworth
**Percentages are rounded and as a result may not add up to 100%

2.1.6   Ethnicity

From the 2011 Census, 96.1% of the Barnsley resident population stated that they were White British. This is significantly higher than the regional (85.8%) and national (79.8%) rates as illustrated in Figure 7. The remainder of the Barnsley population consisted of 1.8% white non-British, 0.7% mixed/multiple ethnic group, 0.7% Asian or Asian British, 0.5% Black/African/Caribbean or Black British and 0.2% were from other ethnic backgrounds.

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Figure 7 illustrates the ethnic breakdown variation across the library catchment areas. With the exception of Central area, all other catchment areas have a minimum of 96% White British residents.

User data (see section 4.3.4) shows whilst the majority of library users are White British, the proportions of those from other ethnic backgrounds using the library service are greater than the proportion of those ethnicities in the general population of Barnsley.

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Figure 7: Ethnic breakdown by catchment area

(Source: ONS 2011 Census)

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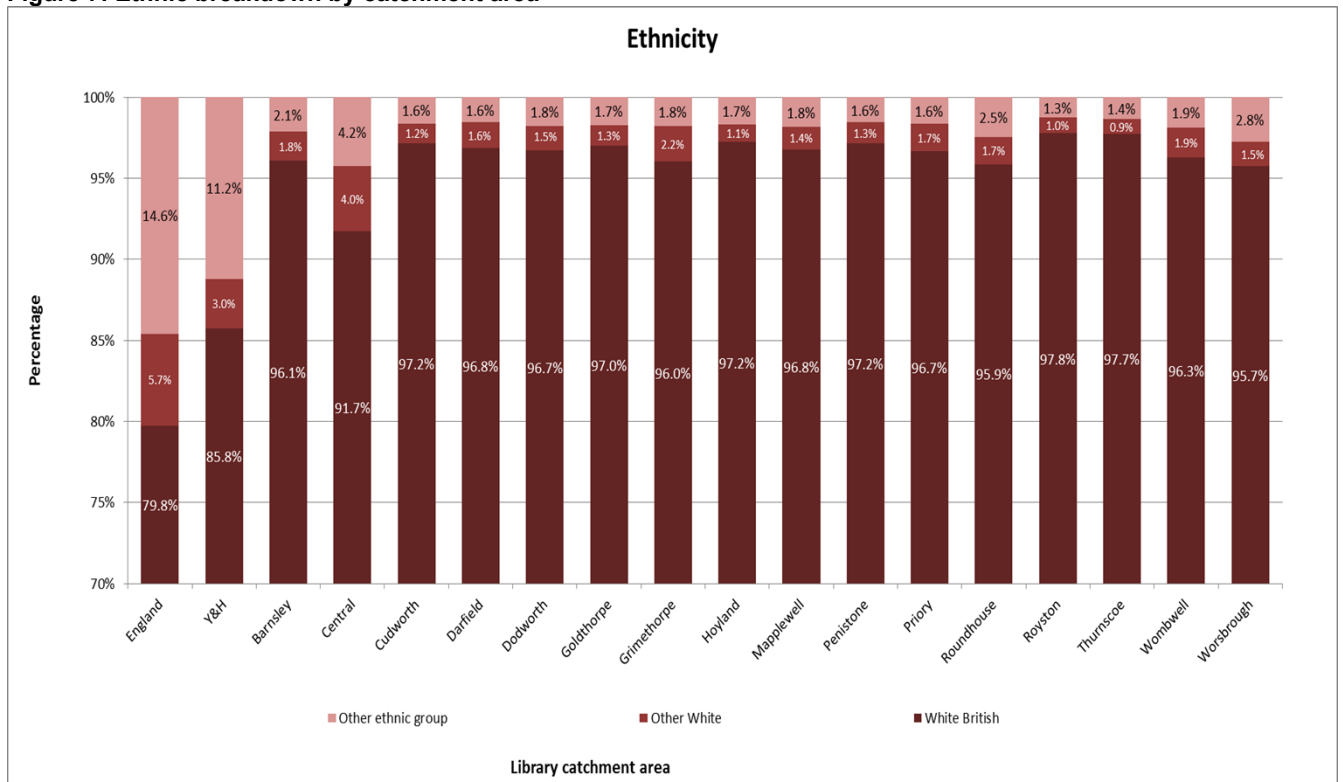
2.1.7 New Arrivals

By bringing the community together to explore and celebrate local people's shared and differing culture and heritage, they are a powerful force for social cohesion and integration. And increasing participation in cultural activities contributes to health and wellbeing by reducing social isolation. … Libraries also provide a valuable introduction into a community for newcomers, through assistance with specific needs (such as language training and citizenship support for recent immigrants where required) and, more generally, by using their knowledge to marshal a wealth of information on the local area, services and community. … Libraries are recognised for leading and supporting activities that help to build understanding between different generations and cultures within the local community.

(Source: Libraries Deliver Report by the Libraries Task Force, 2018)

The Department for Works and Pensions (DWP) publishes data each quarter about how many National Insurance Numbers (NINo) were registered to Adult Overseas Nationals entering the UK. There were 2,375 new arrivals to Barnsley in 2014/15, 2,015 in 2015/16, 1,860 in 2016/17 and 790 in the first 6 months of 2017/18. Although the number of new registrations for the first half of 2017/18 is lower than in the same periods in the last 3 years, this is still higher than the previous 5 years.

In the first half of 2017/18 there were 417 (53%) new arrivals from Romania and 194 (25%) from Poland, with the remaining 22% coming from other countries. The ratios were similar in the previous 3 years with 1,052 (57%) arrivals from Romania and 416 from Poland (22%) in 2016/17; 1,049 (52%) from Romania and 530 (26%) from Poland in 2015/16 and 1,287 (54%) from Romania and 575 (24%) from Poland in 2014/15.

This data is not available at ward level, and the numbers in some areas are low, so the data has been aggregated for the 3 years October 2014 to September 2017. Figure 8 shows these three year totals for each of the 30 Middle Super Output Areas (MSOAs). The map illustrates the concentration of these new arrivals around the urban centre of Barnsley.

It is important to note, however, that it is not known what happened to the overseas adults who registered for a NINo. They may still live in that MSOA or they may have moved elsewhere in the borough, UK, or to another country.

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Figure 8: New entrants NINo registrations October 2014 to September 2017
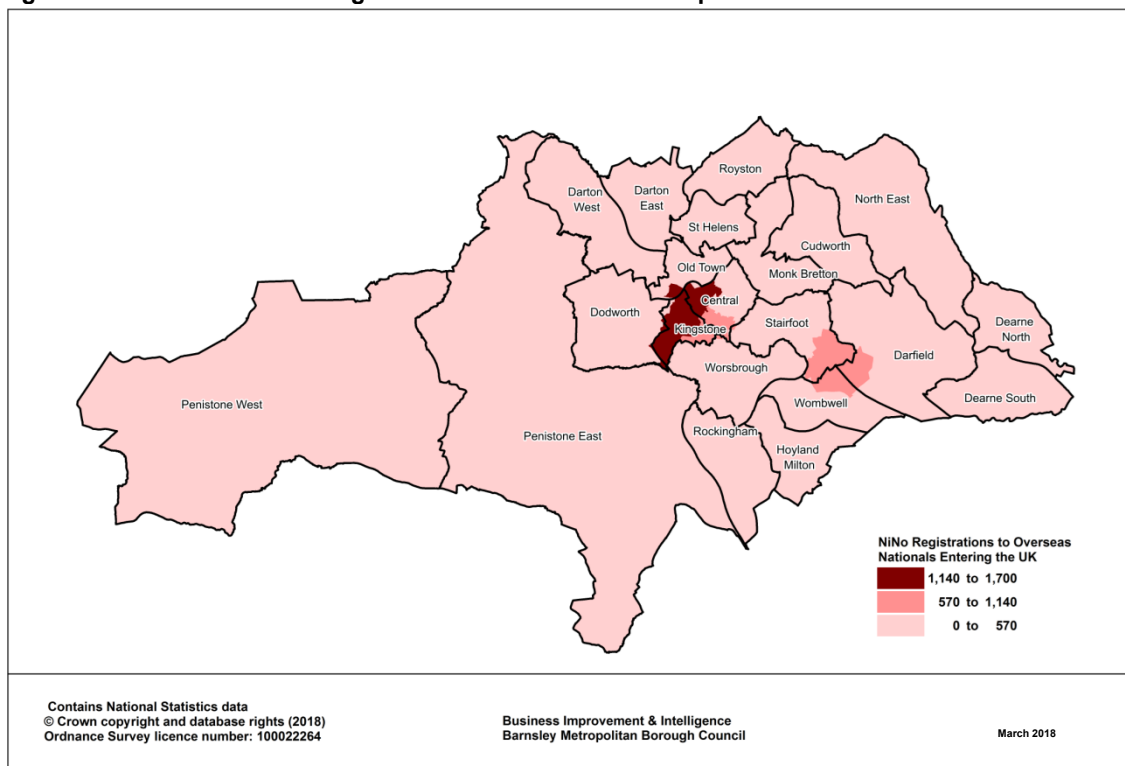
(Source: DWP 2017)

2.2   Education

Libraries reach and support the whole community regardless of age, gender, socioeconomic status or educational attainment. … The Warwick Commission[9] in 2015 highlighted the need to guarantee equal access for everyone to a rich cultural education and the opportunity to live a creative life, in the interest of business and wider society. … Reading and literacy are two of the most fundamental skills in life … libraries are a catalyst for improved reading and literacy skills.

(Source: Libraries Deliver Report by the Libraries Task Force, 2018)

2.2.1   Literacy

In 2017, the National Literacy Trust published data about the need for improved literacy in each of the parliamentary constituencies. The lower the number the greater the need to improve literacy and the Barnsley scores are: Barnsley East 80th; Barnsley Central 106th; and Penistone and Stocksbridge 383rd.

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[9] https://warwick.ac.uk/research/warwickcommission/futureculture

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2.2.2   Level of Qualification

From the 2011 Census, 32.3% of Barnsley residents aged 16 to 74 possessed no qualifications. This is significantly higher than the regional (25.8%) and national (22.8%) rates. Figure 9, illustrates the significant variation across the library catchment areas ranging from 41.9% in Roundhouse to 21.7% in Penistone.

Figure 9: Level of qualification
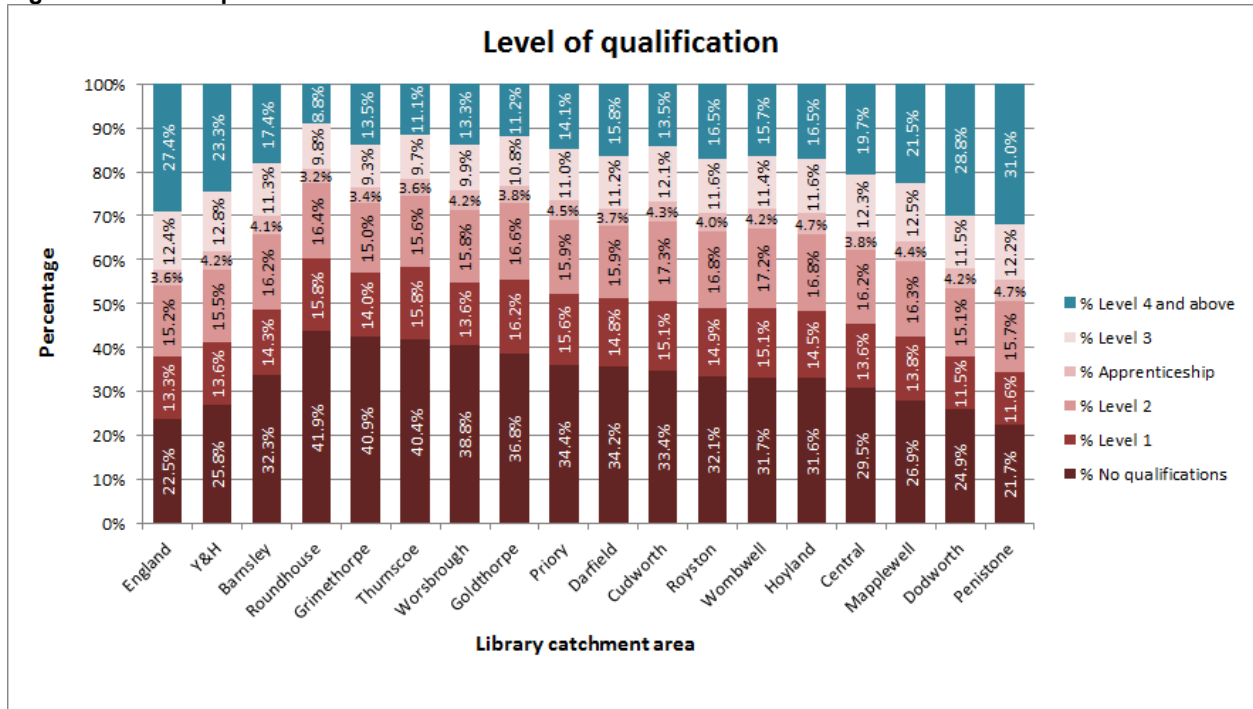
(Source: ONS 2011 Census)

2.2.3   School Attainment

At the end of early years foundation stage, children aged 5 achieving a good level of development are those achieving at least the expected level within the following areas of learning: communication and language; physical development; personal, social and emotional development; literacy and mathematics.

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Figure 10 shows the variation across library catchment areas in 2016-17 from 76.9% in Penistone to 60.3% in Roundhouse.

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Figure 10: Percentage of pupils achieving a Good Level of Development

Percentage of children achieving a good level of development in foundation stage 2016-17
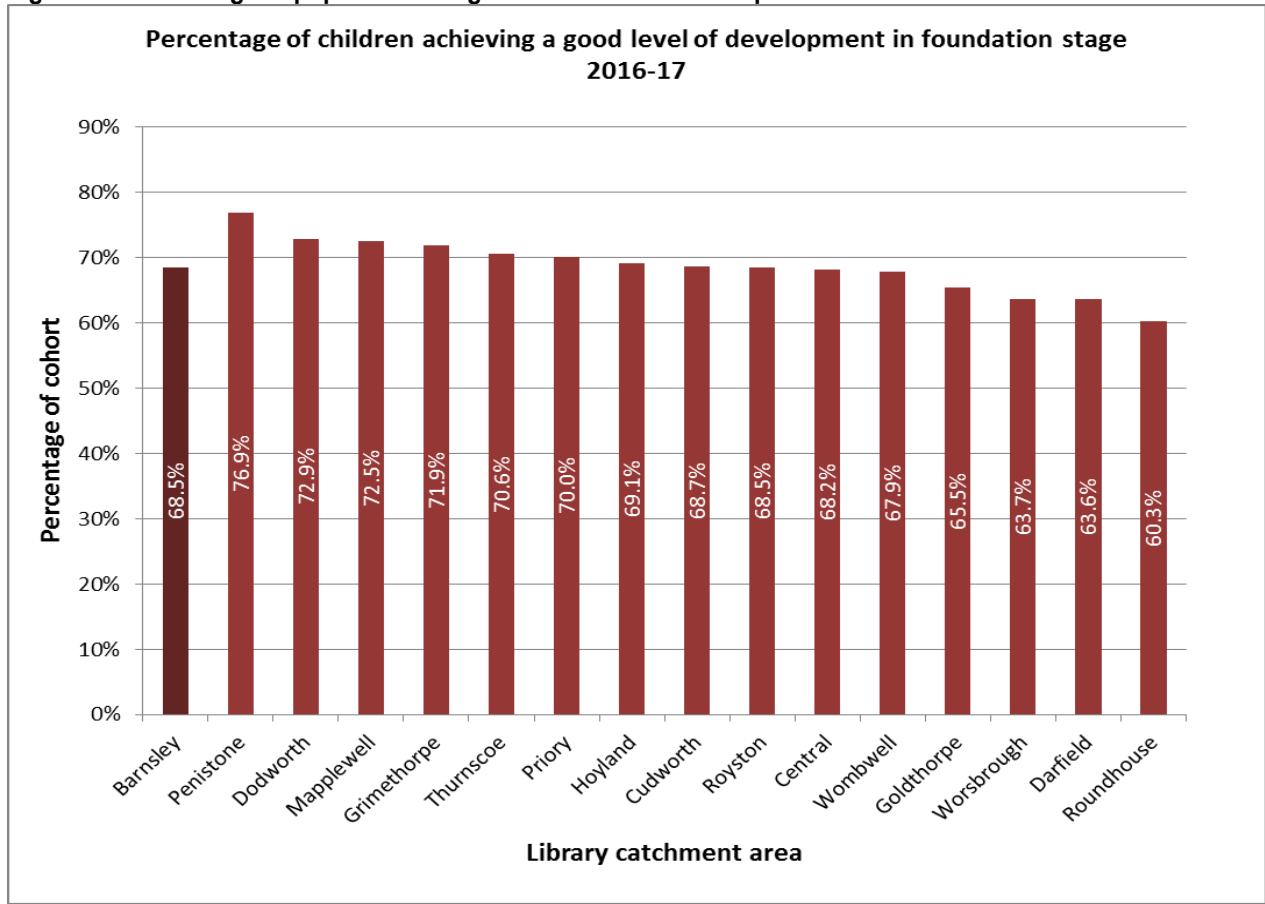
(Source: Barnsley MBC, 2017)

The national data for all schools shows that at Key Stage 2 (Year 6 children aged 11 years) in 2016-17, 61.0% of pupils achieved the expected standard in all three subjects of reading, writing and mathematics. For pupils attending schools in Barnsley it was 59.3%.

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Figure 11 illustrates the variation across the library catchment areas ranging from 72.4% in Grimethorpe to 38.9% in Roundhouse.

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Figure 11: KS2 Expected standard in Reading, Writing and Maths attainment

Percentage of children achieving Key Stage 2 expected standard in Reading, Writing and Maths (RWM) 2016-17

Library catchment area	Percentage of cohort
Barnsley	59.3%
Dodworth	72.4%
Penistone	69.3%
Wombwell	65.3%
Mapplewell	65.1%
Hoyland	64.7%
Darfield	64.5%
Grimethorpe	58.5%
Priory	58.0%
Central	57.9%
Worsbrough	57.4%
Royston	57.1%
Goldthorpe	55.2%
Cudworth	54.8%
Thurnscoe	50.7%
Roundhouse	38.9%
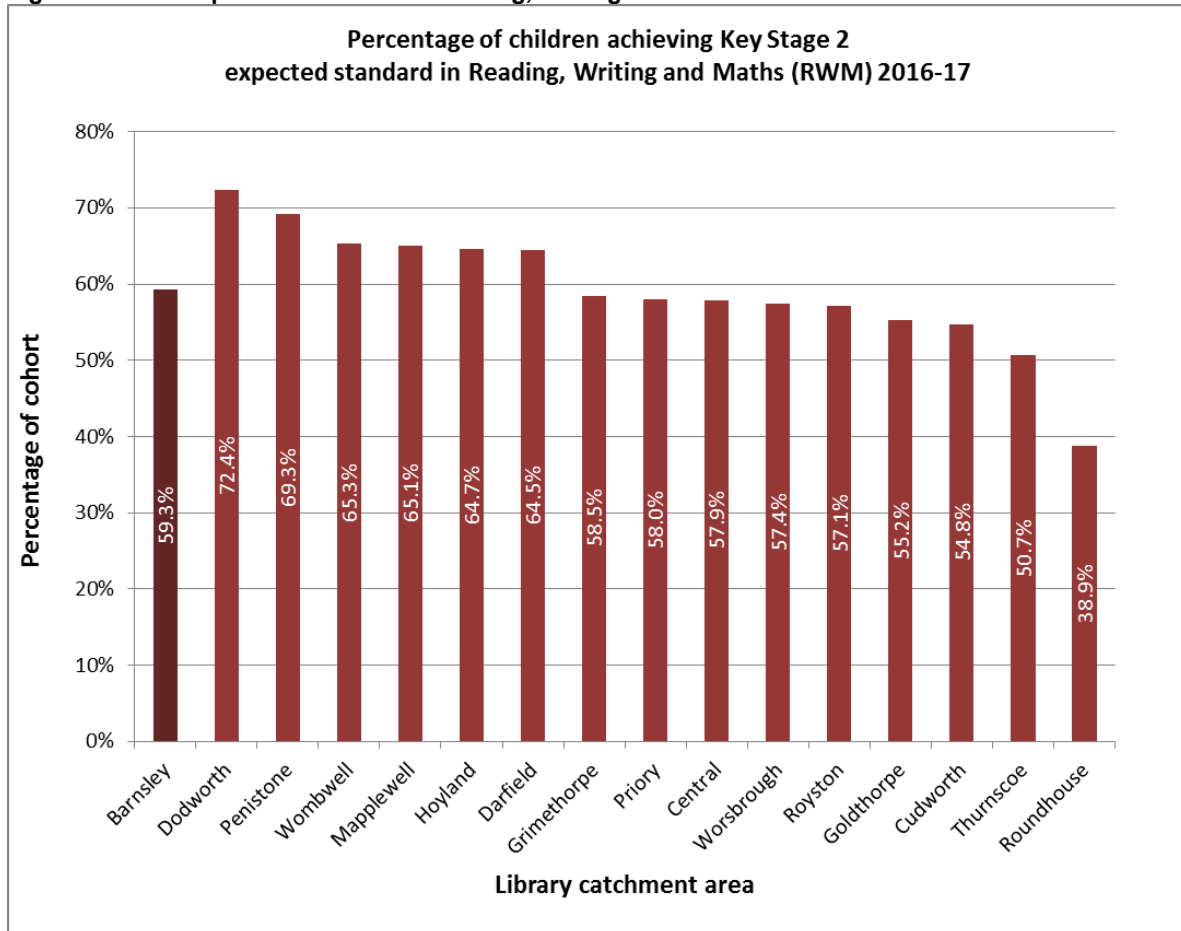
(Source: Barnsley MBC, 2017)

The national data shows that for Key Stage 4 in 2017, 59.1% of all pupils achieved a pass at grades 9-4 in GCSE English and Mathematics (referred to as The Basics). This was slightly below the outcome for Barnsley pupils of 59.7%.

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Figure 12 illustrates the variation across the library catchment areas ranging from 80.7% in Penistone to 41.7% in Worsbrough.

Figure 12: KS4 GCSE English and Maths grades 9-4 attainment

(Source: Barnsley MBC, 2017)

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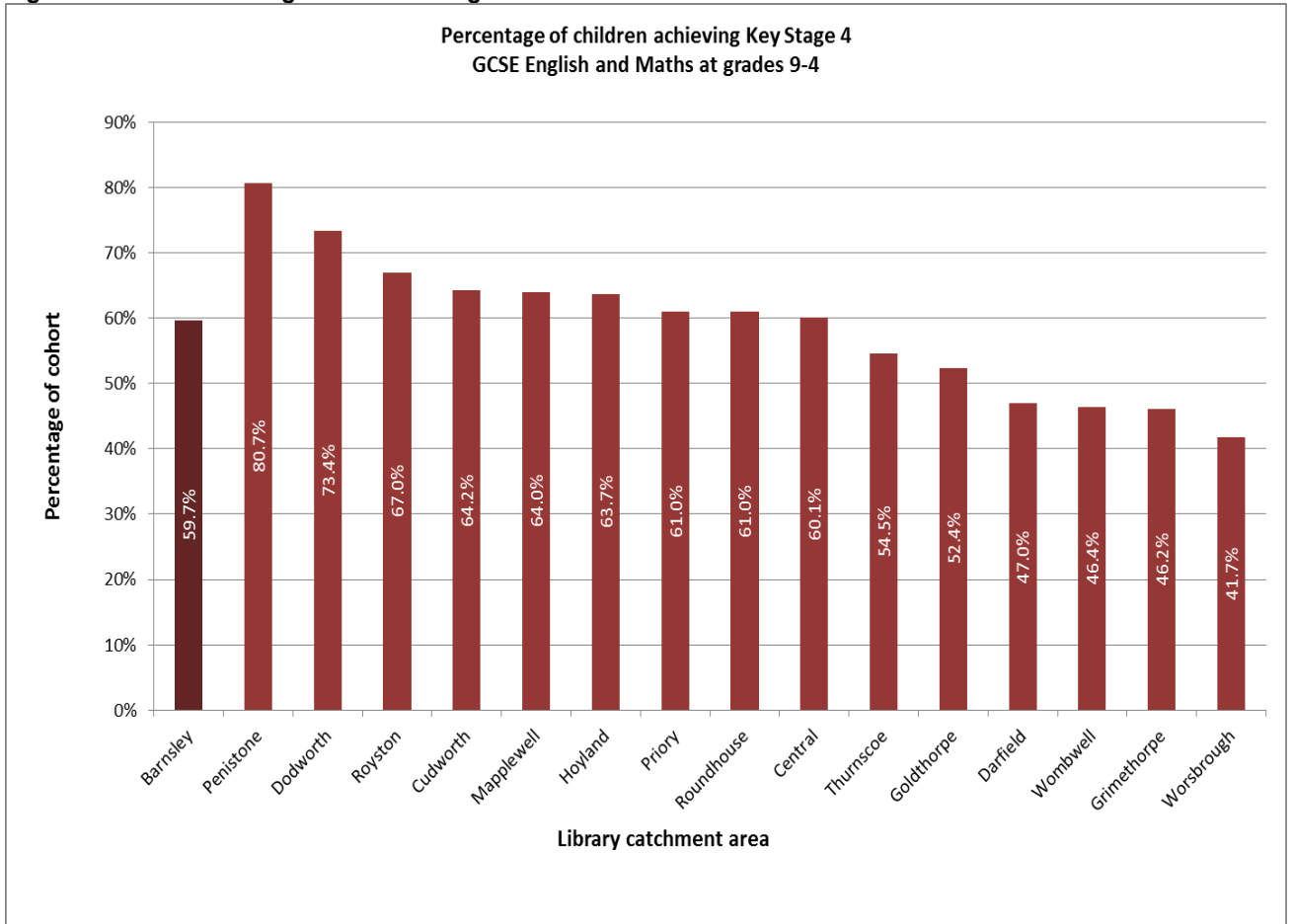
2.2.4   Special Educational Needs and Disability

In 2017, 14.9% of pupils attending Barnsley schools had a Special Educational Need and Disability (SEND) compared to the England percentage of 14.4%, and Yorkshire and the Humber regional percentage of 14.0%.

Figure 13 illustrates the significant variations across the library catchment areas ranging from 22.6% in Goldthorpe to 10.3% in Penistone.

Figure 13: Percentage of pupils living in Barnsley and attending a Barnsley school with a SEND
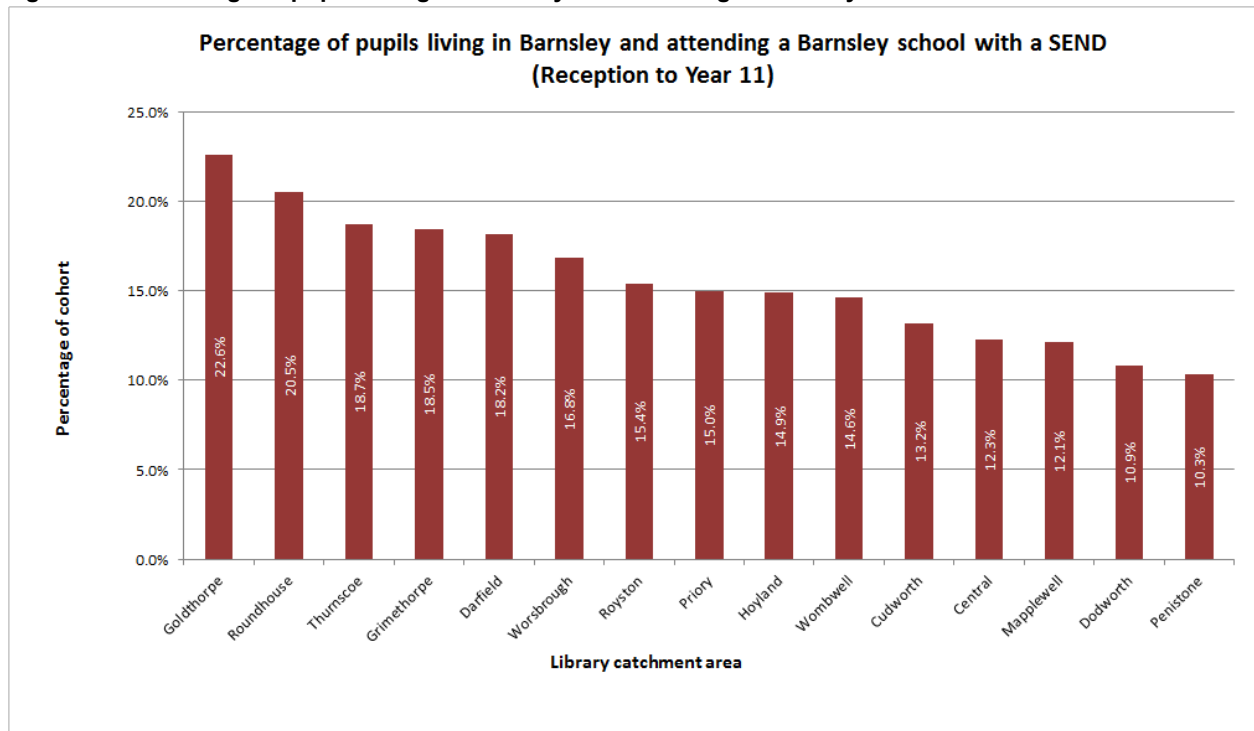
(Source: Barnsley MBC, January 2017 School Census)

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Figure 15 illustrates that the percentage of pupils eligible for a free school meal across Barnsley varies significantly from 29.6% in Thurnscoe to 5.7% in Penistone.

Figure 14: Percentage of pupils eligible for a Free School Meal

(Source: Barnsley MBC, January 2017 School Census)

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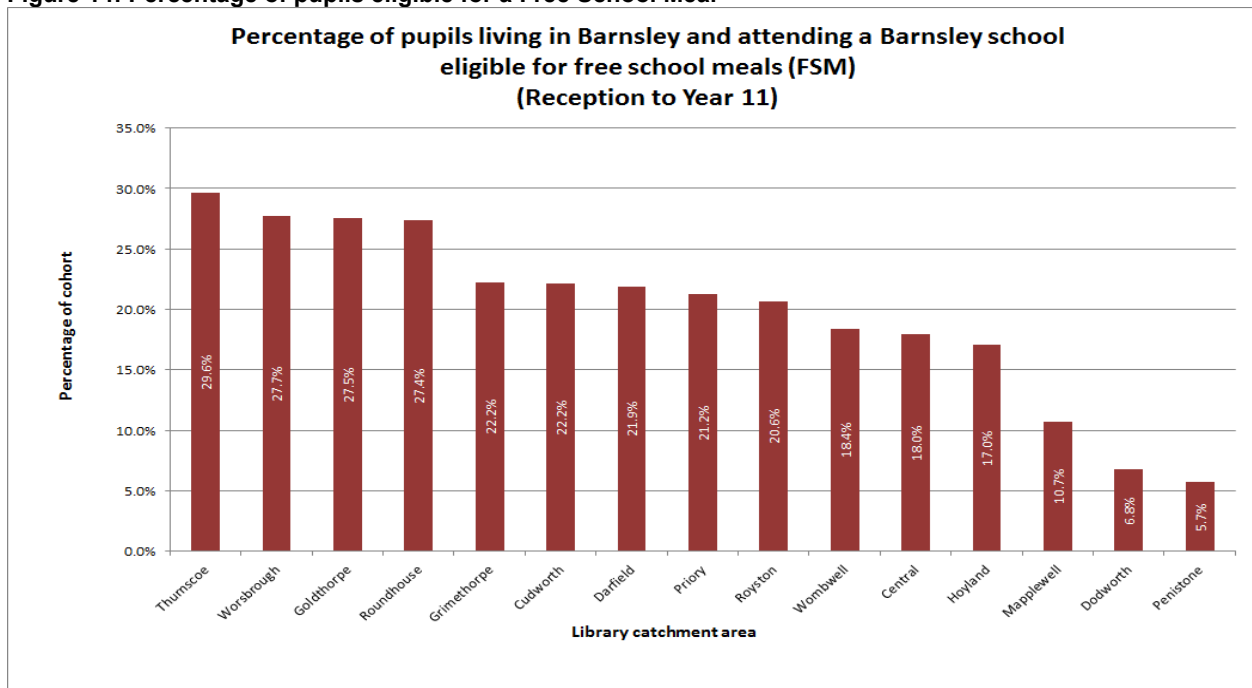
2.2.5   Not in Education, Employment or Training

In January 2018 there were 147 (3.1%) young people in Years 12 and 13 (aged between 16 and 18) not in education, employment or training (classed as NEETs) living in the borough. Figure 15 illustrates the significant variation across the library catchment area ranging from 5.6% in Grimethorpe to 0.7% in Dodworth.

Figure 15: Percentage of years 12 and 13 (aged 16-18) who are NEETs

(Source: Barnsley MBC, January 2018)

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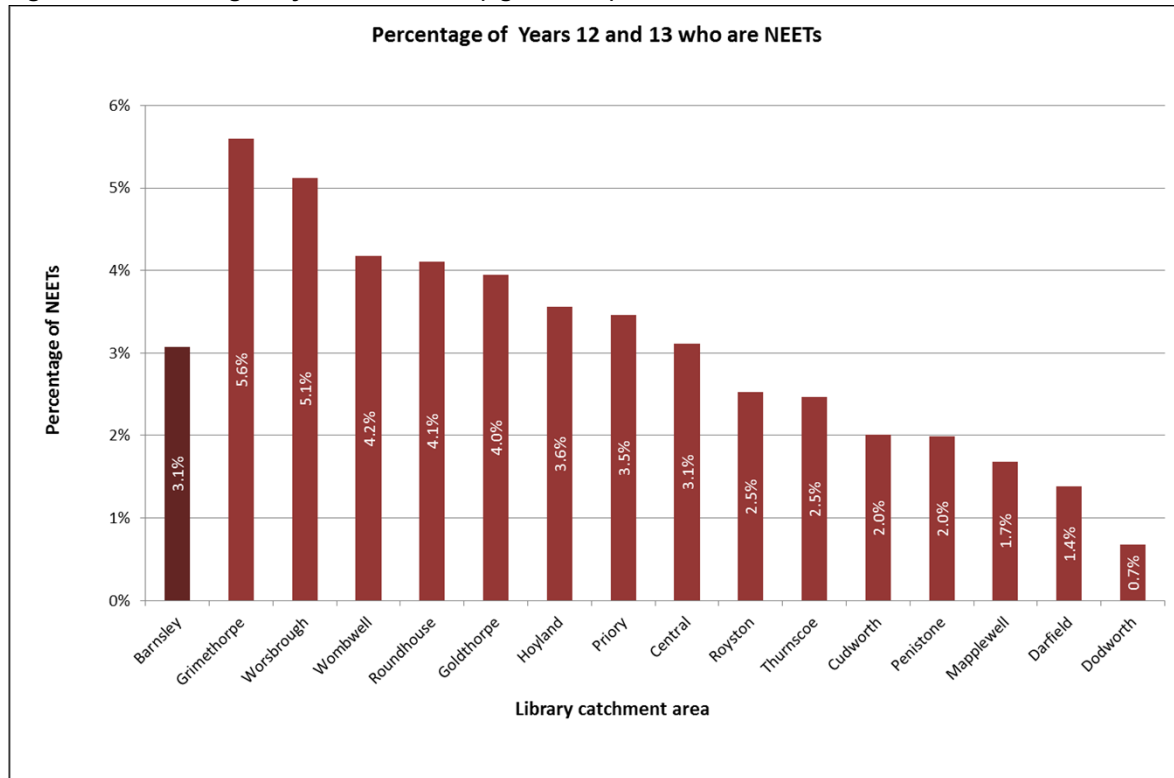
2.3 Deprivation

As 35.8% of people living in the most disadvantaged areas visit their library, libraries can play a big role helping everyone with opportunities they might not otherwise have access to. … We want to see active membership growing for both children and adults, particularly in areas of deprivation.

(Source: Libraries Deliver Report by the Libraries Task Force, 2018 referencing research by the Taking Part survey. More info in Section 4.1 National Picture)

2.3.1 Indices of Multiple Deprivation 2015

The Indices of Multiple Deprivation (IMD) uses Lower Super Output Areas (LSOAs) rather than wards. They were produced by the Office for National Statistics (ONS) after the 2001 Census and revised after the 2011 Census. Each LSOA contains 1,500 people or up to 650 households.

The IMD 2015 is based on 2012/13 data.

The IMD can be used for the following:

- Comparing small areas across England
- Identifying the most deprived small areas
- Comparing deprivation levels in larger areas e.g. local authorities
- Looking at changes in relative deprivation between versions (comparing the ranks)

What it can't be used for:

- Identifying deprived people
- Saying how affluent a place is
- Measuring real change in deprivation over time

The IMD ranks and scores each of England's 32,844 LSOAs across seven domains that indicate specific dimensions of deprivation.

Each of the seven domains is weighted to account for the extent to which they indicate deprivation within an area.

Within the domains themselves there are underlying indicators that have been chosen based on the criteria: that they are an appropriate measure of that domain's type of deprivation; that data is available that is both timely and at a small enough geographical scale; that the data is robust and that it will be updated for future use in subsequent IMDs.

Every LSOA is scored for each domain, allowing us to rank them by their performance in each domain. The overall score of deprivation for each area is the combined scores of the weighted domains. This therefore allows us to also rank each area by overall deprivation.

It is important to stress that this is a measure of relative deprivation and we cannot determine if an area is actually deprived nor to what extent an area is more or less deprived than another.

The majority of data for the IMD 2015 release relates to the tax year 2012/13. However, for some indicators where the data for that time period wasn't available, other time periods have been used.

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Relative deprivation levels in Barnsley have increased compared to other authorities. In addition, the number of LSOAs in the borough that are within the 10% most deprived areas within England has increased. The measures of greatest concern are:

- Income deprivation
- Income deprivation affecting children
- Health deprivation and disability
- Education, skills and training

For each of the catchment areas, the number of LSOAs ranked in the most deprived 30% on the overall IMD measure is shown below. They are split to show the bottom 10%, 20% and 30%. This shows a large variation in the levels of need between libraries, with 100% of the catchment for Roundhouse being in the most deprived 30%.

Figure 16: Overall IMD most deprived 30%
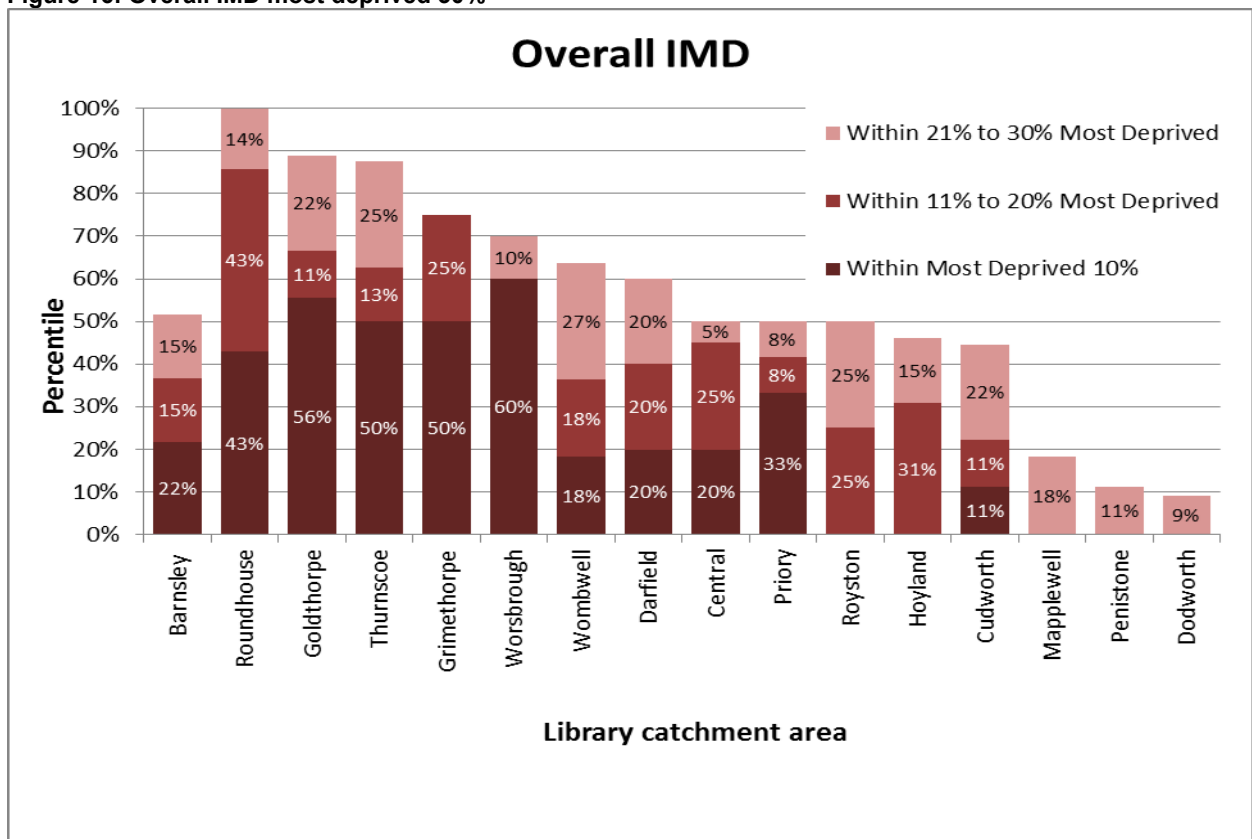
(Source: DCLG 2016)

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For each of the catchment areas, the number of LSOAs ranked in the most deprived 30% on the Income Deprivation Affecting Children Index is shown below. The bars of the graph are split to show the bottom 10%, 20% and 30%. Figure 17 illustrates a large variation in the levels of need between libraries, with 88% of the catchment for Goldthorpe being in the most deprived 30%, compared to 0% for Dodworth and Penistone.

Figure 17: Income Deprivation Affecting Children Index (IDACI)
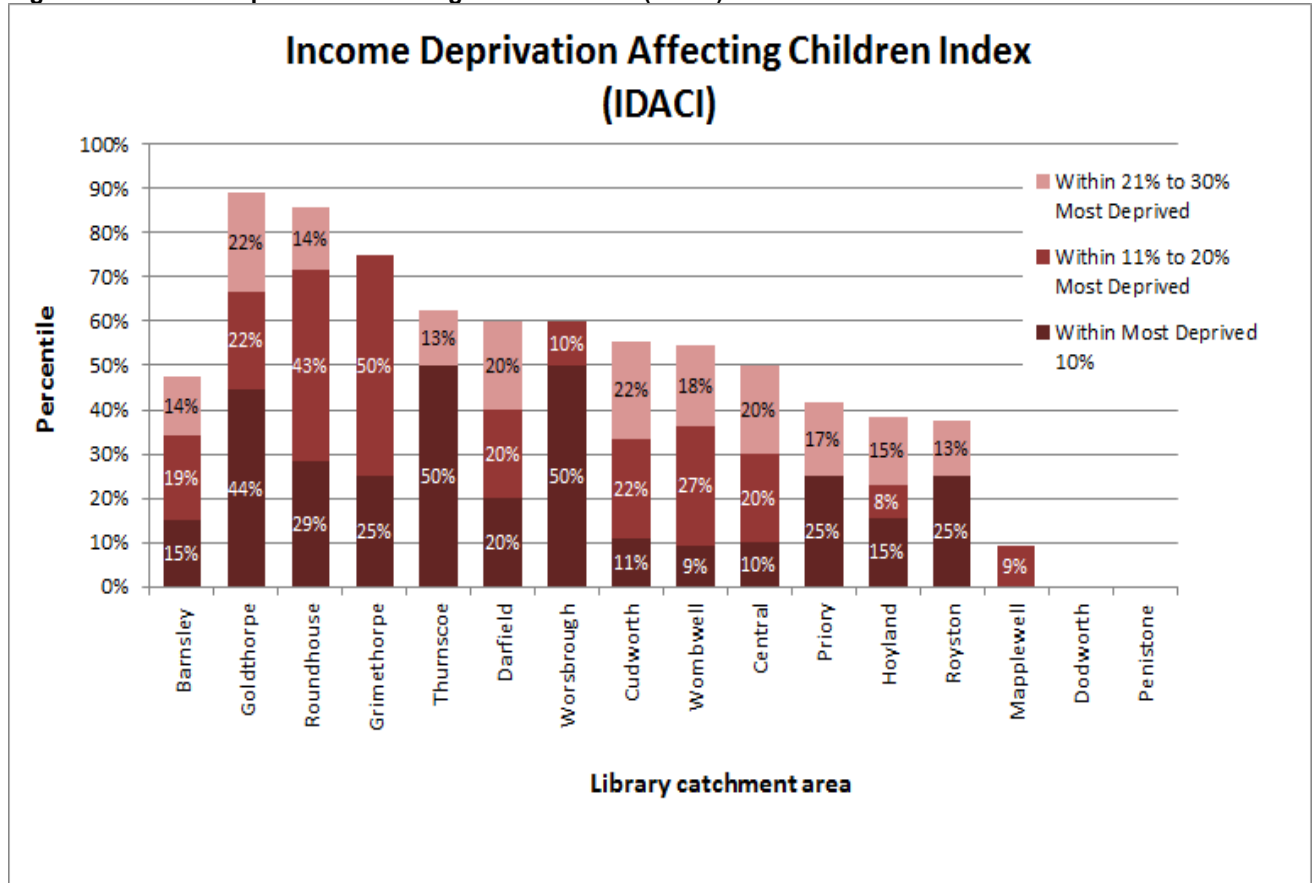
(Source: DCLG 2016)

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For each of the catchment areas, the number of LSOAs ranked in the most deprived 30% on the Income Deprivation Affecting Older People Index is shown below. The bars of the graph are split to show the bottom 10%, 20% and 30%. Figure 18 illustrates a large variation in the levels of need between libraries, with 100% of the catchment for Roundhouse being in the most deprived 30%, compared to 9% for Dodworth and Mapplewell.

Figure 18: Income Deprivation Affecting Older People (IDAOPI)

(Source: DCLG 2016)

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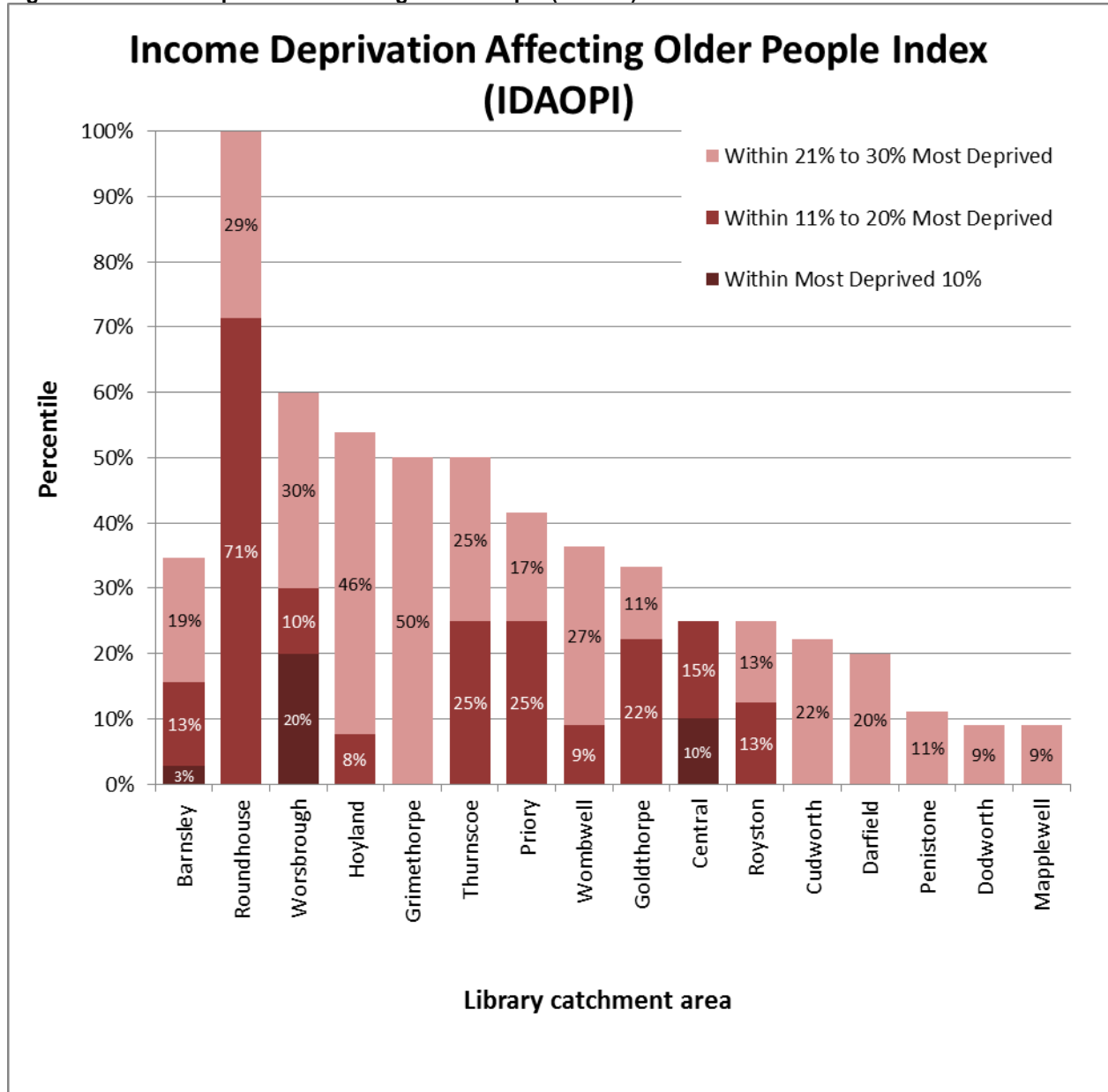
Figure 19: Indices of multiple deprivation infographic

Indices of Multiple Deprivation 2015
Barnsley

This is calculated based on seven domains of deprivation, which in turn are composed of a number of indicators that are scored and ranked to produce an overall domain score.

Proportion of Barnsley Lower Super Output Areas (LSOAs) in 10% Most Deprived in England

Calculated using the rank of average score measure

21.8%
32
IMD 2015
115

17.7%
26
IMD 2010
121

39th
most deprived local authority of the 326 in England

47th
2010
43rd*
2007
39th
2015
28th*
2004

Barnsley's ranking of relative deprivation over time

*There were 354 local authorities in England during these IMD reporting periods.
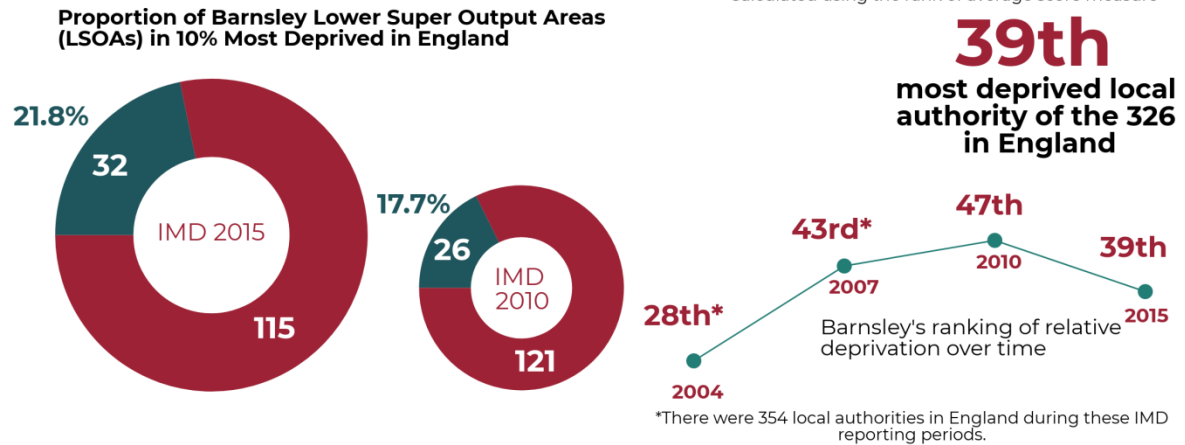
The Seven Domains of Deprivation and how Barnsley Performs

Below are the rankings for Barnsley relative to the other 325 local authorities using the rank of average score by domain (where 1 = most deprived, 326 = least deprived):

Income Deprivation	Employment Deprivation	Education, Skills & Training	Health Deprivation & Disability	Crime	Barriers to Housing & Services	Living Environment Deprivation
49th	18th	10th	20th	97th	321st	264th
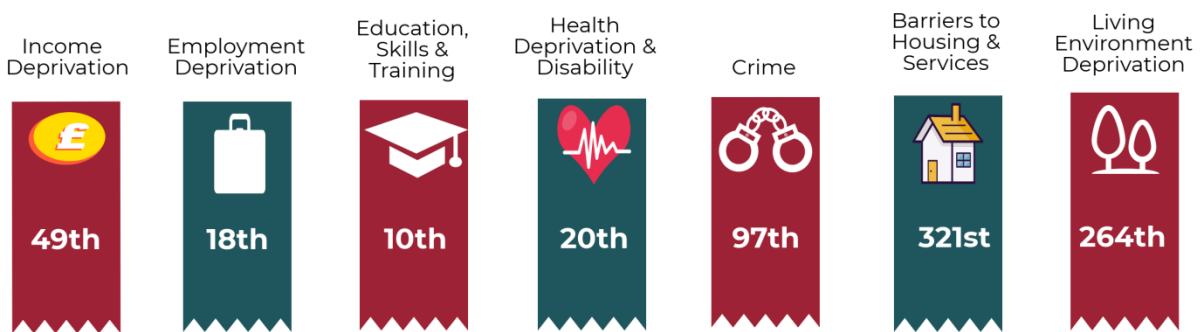
Income Deprivation Affecting Children and Older People

The percentage of LSOAs that fall within the bottom 10% in England

Income Deprivation Affecting Children
19%

Income Deprivation Affecting Older People
3%

Relative deprivation has increased in Barnsley

Source: IMD 2004, 2007, 2010 & 2015 - Department for Communities and Local Government

(Source: DCLG 2016)

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2.3.2 Minimum Income Standard

The Joseph Rowntree Foundation publish a Minimum Income Standard (MIS) for various household compositions in the UK, such as single people, single parents with two children, dual parents with one child etc. Using the household level MOSAIC data from Experian, which has income estimates and household compositions for every residential property in Barnsley, a model was created of which households are likely to be below the MIS.

When this is compared at catchment area level, there is a significant variation between Roundhouse (46%) and Penistone (23%) as per Figure 20 below. This illustrates that whilst the whole borough has a significant number of households below the MIS, they are not distributed evenly, but rather they follow a very similar distribution to the IMD.

Figure 20: Households below Minimum Income Standard
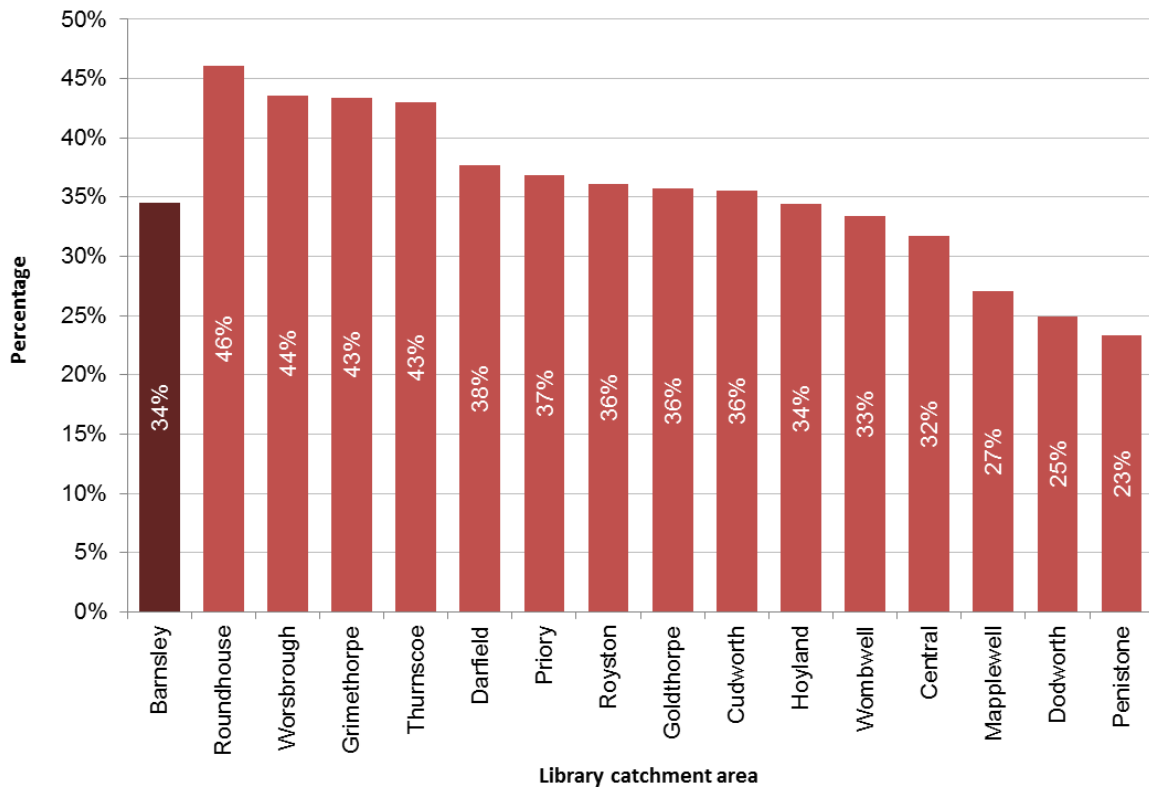
(Source: Mosaic Household Data and Joseph Rowntree Foundation, 2017)

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2.3.3   Employment and Unemployment

From the Annual Population Survey, the latest data available at Local Authority level is for the period of October 2016 to September 2017. It shows that Barnsley has a higher rate of unemployment (5.1%) when compared to both the regional (4.9%) and national (4.5%) rates.

Table 3: Employment rates

	Barnsley	**Yorkshire & Humber**	**England**
Active: Employment	74.3%	76.8%	78.3%
Active: Unemployment	5.1%	4.9%	4.5%
Inactive: Total	25.7%	23.2%	21.7%

(Source: Annual Population Survey, 2017)

Data at library catchment area is from the 2011 census, but it does show the variation across the borough ranging from 7.6% in Roundhouse to 2.7% in Penistone.

Figure 21: Proportion of the Barnsley population who are Economically Active: Unemployed

(Source: ONS 2011)

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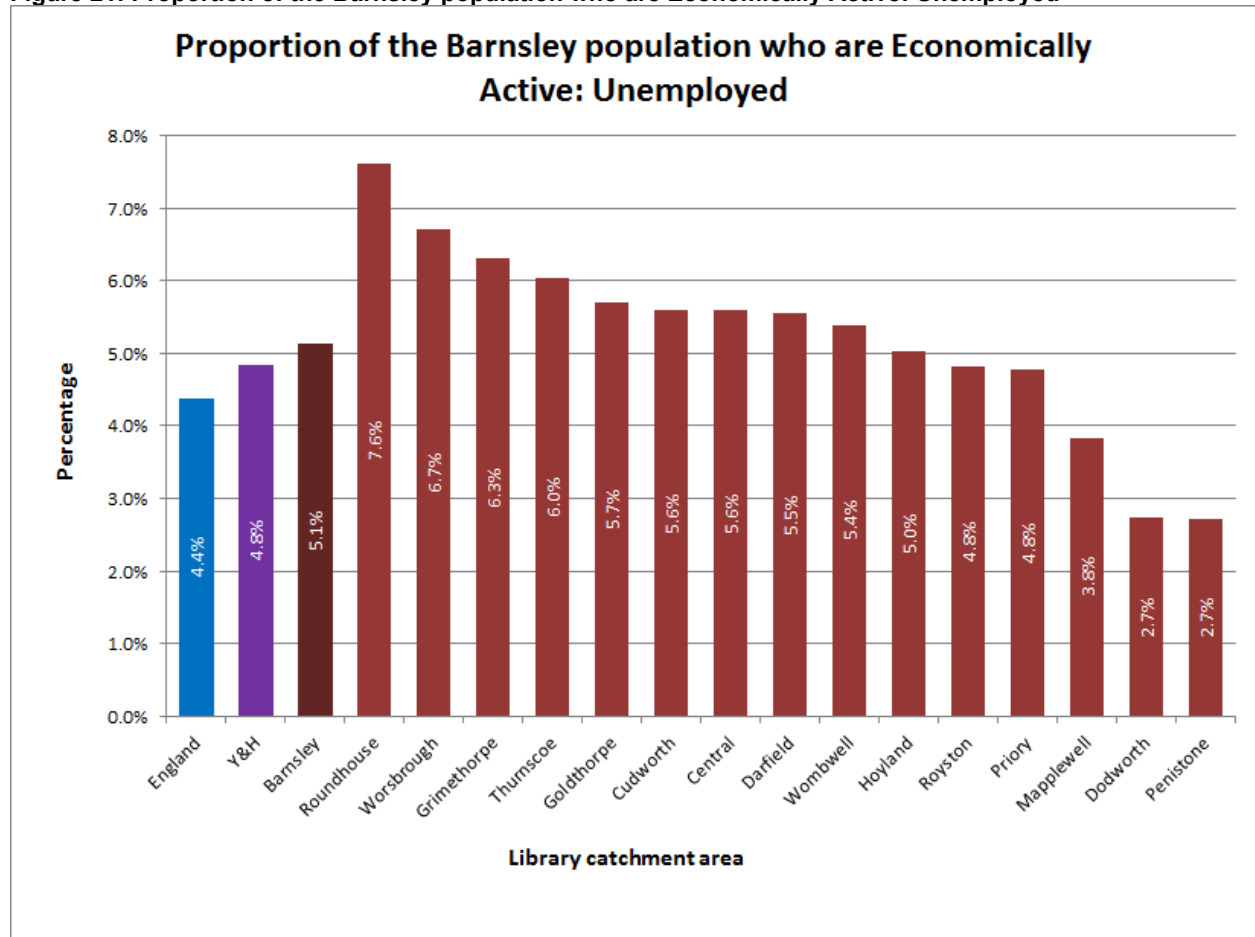
2.3.4 Benefit Claimants

There were 4,265 people claiming Out of Work Benefits in January 2018 (2.8% of the working age population) excluding those receiving Universal Credit. This is higher than both the regional (2.3%) and national (1.9%) rates. Again, there is significant variation across the borough, ranging from 4.4% in Worsbrough and Goldthorpe to 0.9% in Penistone.

In Barnsley 3,721 unemployed people are in receipt of Universal Credit. This data isn't available at ward or LSOA level.

Figure 22: Benefit claimant count as a proportion of residents aged 16-64
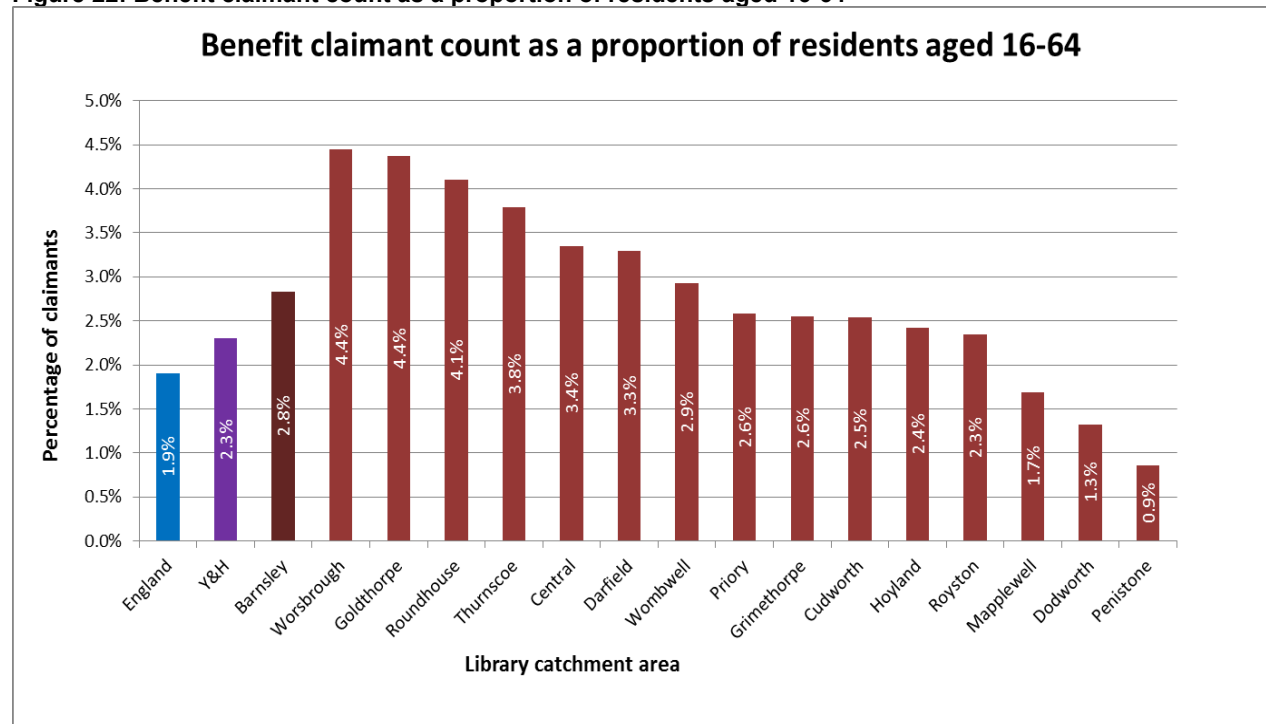
(Source: DWP January 2018)

2.3.5 Claimants with Health Issues

In Barnsley there are 360 people in receipt of Incapacity Benefit or Severe Disability Allowance (IB\SDA); 13,890 people who receive Disability Living Allowance (DLA) and 9,060 who receive Personal Independence Payments (PIP) (Aug 2017).

The benefits system is changing and people are being moved from the old benefits (IB/SDA and DLA) onto the new PIP. Whilst the data for the old benefits was available at LSOA level, the data for PIP is only available at Local Authority level.

This means that the data available at catchment area is incomplete, as it is missing the 9,060 PIP claimants.

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2.4   Internet Access

Public libraries provide a trusted network of accessible locations with free Wi-Fi, computers, and other technology. As the world becomes more digital, access to technology and the ability to operate confidently and safely online are ever more important. A 2014 BT report estimated the value of digital inclusion to a new user at around £1,064 a year; and in 2015, around 11% of the UK population still lacked household internet access. Digital gives people the opportunity to access services more easily, to learn, and to interact with others. Digital skills also boost their employability, and the productivity and prosperity of the organisations they work for.

Source: Libraries Deliver Report by the Libraries Task Force (2018)

2.4.1   Digital Exclusion

The Tech Partnership produced a digital exclusion heat map, which shows Barnsley currently sits in the band with the highest (worst) level and therefore the likelihood of overall digital exclusion for our citizens is high. This is a combined measure that takes into account infrastructure, digital skills and social indicators[10]. Barnsley has a higher likelihood of digital exclusion than neighbouring authorities.

Figure 23: Map showing the overall likelihood of digital exclusion
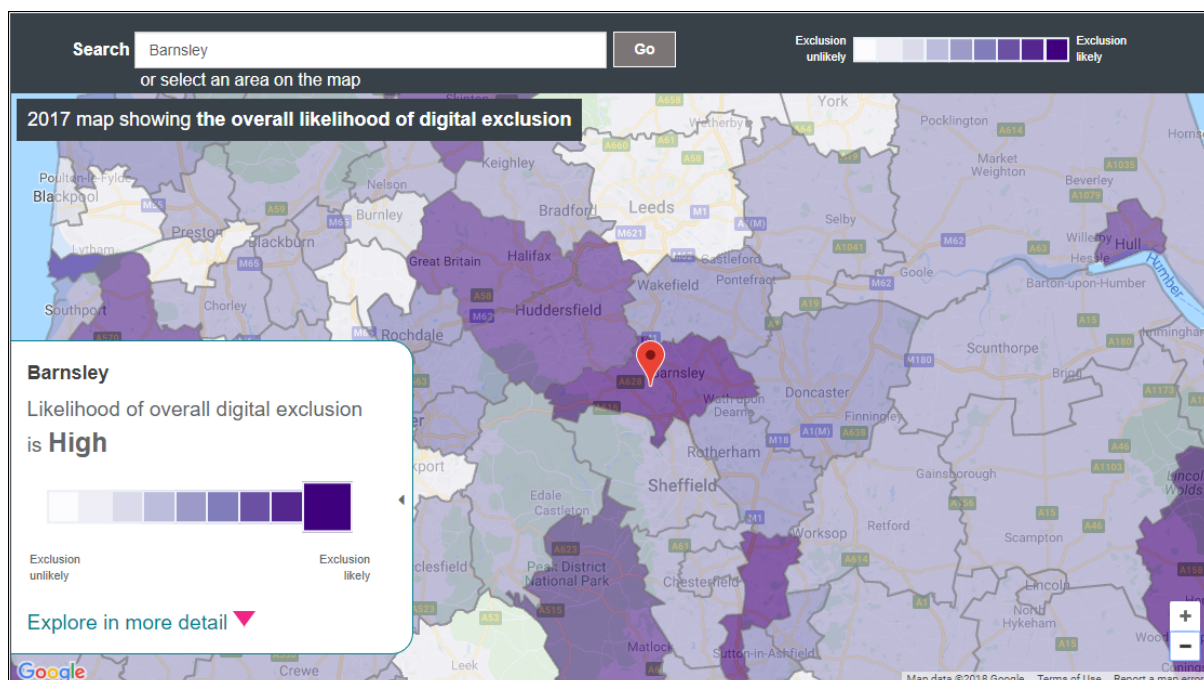
(Source: The Tech Partnership, 2017)

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[10] The indicators used are: Broadband Speed, Access to 4G, rates for people who have - Never been online, and for people who possess and use basic digital skills; also the age, education, Income and health of the residents.

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The Digital Economy Bill 2016 introduced a new Broadband Universal Service Obligation (USO) for the United Kingdom, giving all citizens the legal right to request a 10 megabits per second (Mbps) broadband connection. According to OFCOM data for 2017, 5% of Barnsley households do not meet that standard.

2.4.2   Broadband Speed

Figure 24 shows that the fixed broadband speeds available range from 10Mbps in Penistone East to 55Mbps in St Helens. This is a measure of the mean speed of connections in each postcode, which has been aggregated to show the value for the Wards. Within each ward, there are homes which are below the average and those above it. For example, St Helens has users who only receive an average speed of 5Mbps (40Mbps less than the ward average) and Kingstone has users who receive 131Mbps (86Mbps more than the ward average). 11 (52.3%) of the 21 wards have average speeds that are below the Barnsley average of 33Mpbs. Barnsley is below both the regional (35Mbps) and national (38Mpbs) averages.

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Figure 24: Internet infographic

Barnsley Internet Speed

Take up of Fixed Broadband
Barnsley **65%**

Max Average 152 Mbps
Min Average 3 Mbps

Homes that do not meet Governments 10Mbps 'legal right'
Barnsley **5%**

Adults not been online within the last 3 months
Barnsley **12%**
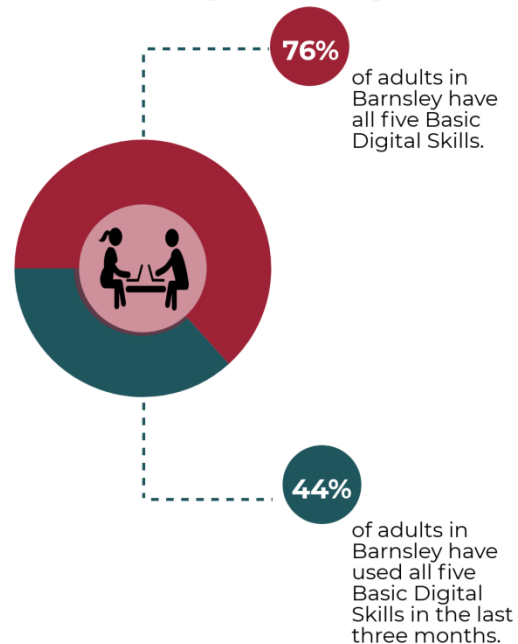
Source: Ofcom 2017, ONS 2016, Go ON UK 2017

Average Speed (Mbps)

Area	Speed
St Helens	55
Stairfoot	53
Central	47
Wombwell	47
Worsbrough	46
Darton West	45
Old Town	45
Kingstone	45
Monk Bretton	42
Darton East	42
England	38
Barnsley	33
Dodworth	33
Cudworth	24
Royston	23
North East	20
Darfield	20
Dearne North	19
Rockingham	19
Hoyland Milton	17
Dearne South	16
Penistone West	15
Penistone East	10

Basic Digital Skills (Adults)

76% of adults in Barnsley have all five Basic Digital Skills.

44% of adults in Barnsley have used all five Basic Digital Skills in the last three months.

Source: OFCOM (2017) and BMBC (2017)

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2.4.3   Broadband Take Up

The take up measure is derived by taking the number of connections per postcode (Ofcom data) and the number of properties in the postcode (from the Local Land and Property Gazetteer or LLPG). This has been aggregated to ward level, and shows the mean number of properties which have a broadband connection.

Of the library catchment areas, 7 (46.7%) of the 15 areas have a lower take up than the 65.4% Barnsley average whilst the range is 51.7% in Thurnscoe to 73.5% in Mapplewell.

There is no regional or national comparison data available for this measure.

Figure 25 shows how many fixed broadband connections there are as a percentage of the number of properties for each catchment area. There is a 21.8 percentage point variation from Mapplewell (73.5% take up) to Thurnscoe (51.7% take up).

Figure 25: Take up Rate for Fixed Broadband (updated)
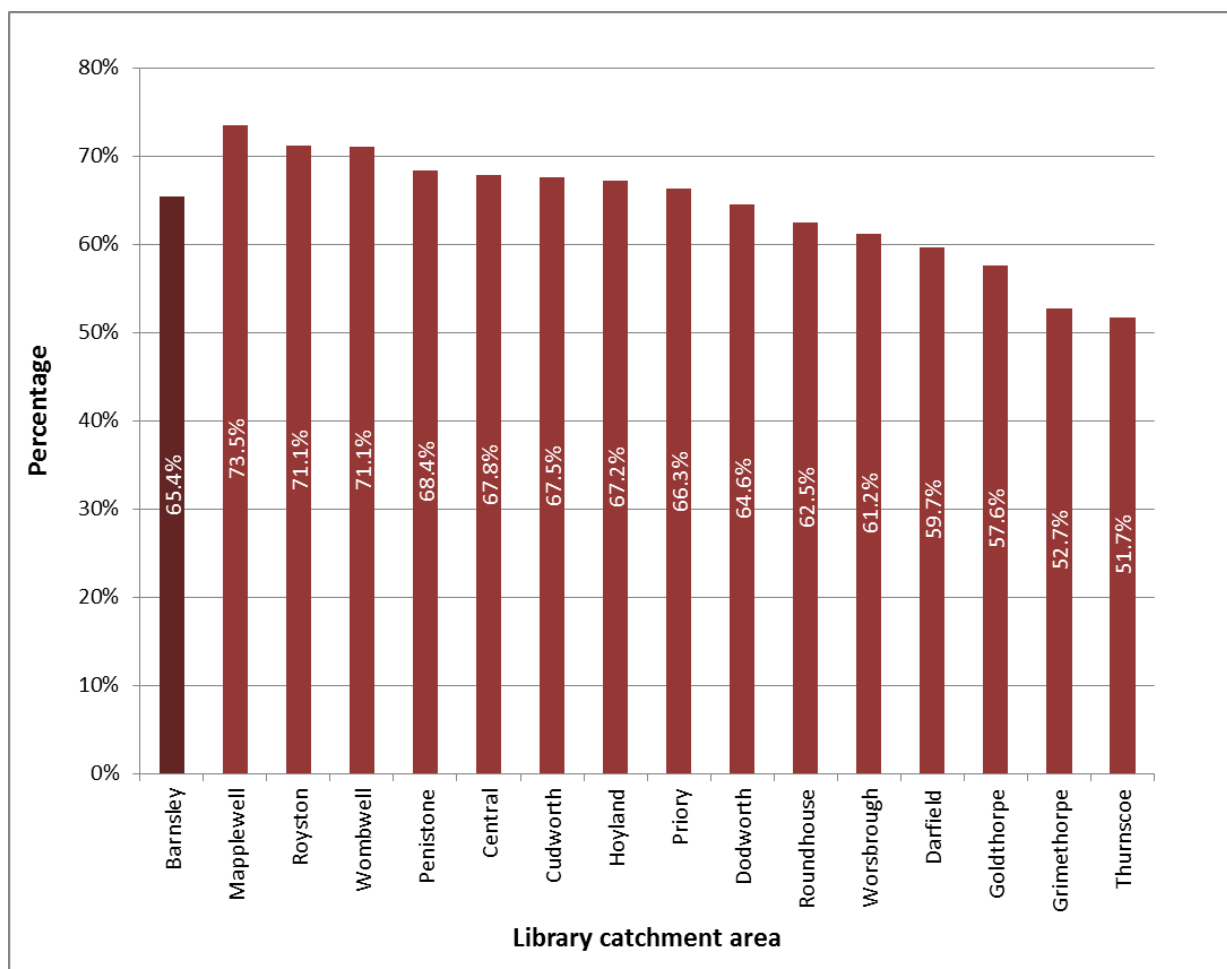
Source: OFCOM (2017) and BMBC (2017)

2.4.4   Digital Access Methods

Information received from ONS as part of the 2017 Census testing showed that of those who completed the form digitally almost a quarter did so via the use of mobiles and a further quarter was done via tablets, of which the majority were Android devices. Results also showed that a higher proportion of those aged under 25 years used mobiles to respond and those aged 45 years and over more used tablet devices.

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Mosaic is a Customer Insight tool which uses socio-demographic segmentation to classify all households and postcodes to comprehensively describe their social, economic and cultural behaviour. Segmentation is the classification of the population in different groups; it is an approach for providing services based on an understanding of local populations and neighbourhood context.

The groups and brief descriptions are:

MOSAIC Group		One-Line Description
A	Country Living	Well-off owners in rural locations enjoying the benefits of country life
B	Prestige Positions	Established families in large detached homes living upmarket lifestyles
C	City Prosperity	High status city dwellers living in central locations and pursuing careers with high rewards
D	Domestic Success	Thriving families who are busy bringing up children and following careers
E	Suburban Stability	Mature suburban owners living settled lives in mid-range housing
F	Senior Security	Elderly people with assets who are enjoying a comfortable retirement
G	Rural Reality	Householders living in inexpensive homes in village communities
H	Aspiring Homemakers	Younger households settling down in housing priced within their means
I	Urban Cohesion	Residents of settled urban communities with a strong sense of identity
J	Rental Hubs	Educated young people privately renting in urban neighbourhoods
K	Modest Traditions	Mature homeowners of value homes enjoying stable lifestyles
L	Transient Renters	Single people privately renting low cost homes for the short term
M	Family Basics	Families with limited resources who have to budget to make ends meet
N	Vintage Value	Elderly people reliant on support to meet financial or practical needs
O	Municipal Challenge	Urban renters of social housing facing an array of challenges

(Source: Experian, 2017)

The MOSAIC customer insight data offers insight into what technology people use to access the internet, what type of mobile connection they have, and their attitude to new technology (figure 25). It also shows why people go online (figure 26).

This shows that older households, (Groups F and N), tend to own less technology, are more likely to be using older devices and if they have a mobile phone it is likely to be on a prepay contract. Households with families (Groups M and O) and younger singles and couples (Groups J and L) are those who are like to invest in the latest gadgets, own multiple internet capable devices, including contract smartphones. Similar patterns are seen in their use of the internet, with the older households who use the internet doing so less frequently (weekly rather than daily) and being low users of social media. Younger households tend to use the internet and especially social media, on a daily basis.

This would suggest that those who run the highest risk of digital exclusion because they lack either the skills (25% of Barnsley adults don't possess basic digital skills - figure 24) or they don't have access (12% of Barnsley adults haven't been online in the last 3 months) are likely to be the older residents.

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Figure 26: MOSAIC data about residents' use of technology

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		A Country Living	B Prestige Positions	D Domestic Success	E Suburban Stability	F Senior Security	G Rural Reality	H Aspiring Homemakers	I Urban Cohesion	J Rental Hubs	K Modest Traditions	L Transient Renters	M Family Basics	N Vintage Value	O Municipal Challenge
		3406	2596	5045	10356	10136	4658	11544	166	911	15391	19328	14315	13703	7825
Technology Owned (or have access to)	Smartphone	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE	LOW	BELOW AVERAGE	ABOVE AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	AVERAGE
	Tablet	AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	LOW	BELOW AVERAGE
	Laptop	AVERAGE	AVERAGE	AVERAGE	AVERAGE	BELOW AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	BELOW AVERAGE	AVERAGE
	PC (not laptop)	ABOVE AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	BELOW AVERAGE	AVERAGE	BELOW AVERAGE	AVERAGE
	Smart TV	AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	AVERAGE	LOW	BELOW AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	AVERAGE	AVERAGE	LOW	AVERAGE
Attitude to New Technology	Love tech first to have latest gadgets	LOW	LOW	ABOVE AVERAGE	LOW	LOW	BELOW AVERAGE	ABOVE AVERAGE	HIGH	HIGH	BELOW AVERAGE	HIGH	HIGH	LOW	HIGH
	Like technology and get latest gadgets within 6 months	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE	LOW	BELOW AVERAGE	ABOVE AVERAGE	AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	LOW	AVERAGE
	Like technology but will not pay a premium for latest gadgets	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	BELOW AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
	Will upgrade technology when old devices are obsolete	ABOVE AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	AVERAGE	HIGH	ABOVE AVERAGE	LOW	AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	LOW	LOW	HIGH	BELOW AVERAGE
	Do not like new technology and only change when necessary	ABOVE AVERAGE	AVERAGE	LOW	AVERAGE	VERY HIGH	ABOVE AVERAGE	LOW	AVERAGE	LOW	HIGH	BELOW AVERAGE	LOW	HIGH	ABOVE AVERAGE
Mobile Connection	Prepay	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	AVERAGE	HIGH	ABOVE AVERAGE	LOW	AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	AVERAGE	HIGH	ABOVE AVERAGE
	Contract	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE	LOW	BELOW AVERAGE	HIGH	AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	AVERAGE	LOW	AVERAGE
	No Mobile	AVERAGE	AVERAGE	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	AVERAGE	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE

Figure 27: MOSAIC data about residents' use of the internet

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		A Country Living	B Prestige Positions	D Domestic Success	E Suburban Stability	F Senior Security	G Rural Reality	H Aspiring Homemakers	I Urban Cohesion	J Rental Hubs	K Modest Traditions	L Transient Renters	M Family Basics	N Vintage Value	O Municipal Challenge
		3406	2596	5045	10356	10136	4658	11544	166	911	15391	19328	14315	13703	7825
Internet usage	Several times a day	AVERAGE	AVERAGE	AVERAGE	10,136	BELOW AVERAGE	AVERAGE	AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE	AVERAGE	AVERAGE	BELOW AVERAGE	AVERAGE
	Roughly every day	AVERAGE	BELOW AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	HIGH	AVERAGE	AVERAGE	AVERAGE	LOW	ABOVE AVERAGE	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE
	Less than every day	AVERAGE	BELOW AVERAGE	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE	AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	AVERAGE	AVERAGE	AVERAGE	ABOVE AVERAGE
Internet surfing	Every day	AVERAGE	AVERAGE	AVERAGE	AVERAGE	BELOW AVERAGE	AVERAGE	AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
	Most days	AVERAGE	AVERAGE	AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE	AVERAGE	AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	AVERAGE	AVERAGE	AVERAGE
	Weekly	AVERAGE	AVERAGE	BELOW AVERAGE	BELOW AVERAGE	HIGH	HIGH	BELOW AVERAGE	AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	BELOW AVERAGE	HIGH	AVERAGE
	Monthly	VERY HIGH	HIGH	LOW	BELOW AVERAGE	HIGH	AVERAGE	LOW	ABOVE AVERAGE	LOW	BELOW AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	VERY HIGH	AVERAGE
	Not at all	ABOVE AVERAGE	BELOW AVERAGE	LOW	AVERAGE	VERY HIGH	AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	LOW	BELOW AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	AVERAGE
Twitter access	Every day	LOW	BELOW AVERAGE	ABOVE AVERAGE	AVERAGE	VERY LOW	BELOW AVERAGE	ABOVE AVERAGE	HIGH	VERY HIGH	BELOW AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE	LOW	AVERAGE
	Most days	BELOW AVERAGE	BELOW AVERAGE	AVERAGE	BELOW AVERAGE	VERY LOW	AVERAGE	ABOVE AVERAGE	HIGH	HIGH	BELOW AVERAGE	HIGH	ABOVE AVERAGE	BELOW AVERAGE	AVERAGE
	Weekly	AVERAGE	BELOW AVERAGE	AVERAGE	BELOW AVERAGE	LOW	ABOVE AVERAGE	HIGH	ABOVE AVERAGE	HIGH	BELOW AVERAGE	ABOVE AVERAGE	AVERAGE	VERY LOW	AVERAGE
	Monthly	AVERAGE	AVERAGE	AVERAGE	BELOW AVERAGE	BELOW AVERAGE	BELOW AVERAGE	AVERAGE	AVERAGE	AVERAGE	BELOW AVERAGE	HIGH	HIGH	LOW	ABOVE AVERAGE
	Not at all	ABOVE AVERAGE	AVERAGE	AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	BELOW AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	AVERAGE
Facebook access	Every day	BELOW AVERAGE	BELOW AVERAGE	AVERAGE	AVERAGE	LOW	AVERAGE	ABOVE AVERAGE	AVERAGE	HIGH	BELOW AVERAGE	HIGH	HIGH	BELOW AVERAGE	AVERAGE
	Most days	BELOW AVERAGE	AVERAGE	AVERAGE	AVERAGE	BELOW AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	BELOW AVERAGE	AVERAGE
	Weekly	ABOVE AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	BELOW AVERAGE	AVERAGE	BELOW AVERAGE	BELOW AVERAGE	ABOVE AVERAGE	ABOVE AVERAGE
	Monthly	ABOVE AVERAGE	AVERAGE	AVERAGE	ABOVE AVERAGE	HIGH	AVERAGE	LOW	HIGH	BELOW AVERAGE	AVERAGE	LOW	BELOW AVERAGE	AVERAGE	AVERAGE
	Not at all	ABOVE AVERAGE	HIGH	BELOW AVERAGE	ABOVE AVERAGE	VERY HIGH	AVERAGE	LOW	AVERAGE	LOW	ABOVE AVERAGE	LOW	LOW	HIGH	BELOW AVERAGE

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2.5   Health and Social Care

Libraries offer a wide range of health information, both online and through quality-assured reading lists dealing with the more common health conditions. In their role as community hubs, libraries also offer non-clinical spaces in localities where health and wellbeing groups can work with the community in a trusted and non-threatening venue. This helps support people in self-care and in self-management of long-term conditions (LTCs). People with LTCs spend less than 1% of their time in contact with healthcare professionals and rely on community support to help them for the rest of the time.

(Source: Libraries Deliver Report by the Libraries Task Force (2018) making reference to advice from NHS England)

2.5.1   Bad or Very Bad Health

From the 2011 Census, 8.4% of the Barnsley resident population stated that they had bad or very bad health; this is higher than both the regional (6.0%) and national (5.5%) rates as illustrated in Figure 28. This also shows the variations across the library catchment areas and all areas except Penistone are higher than the regional and national rates. Those areas within the east of the borough suffer from greater health problems than the west as figures vary from 12% in Thurnscoe to 4.8% in Penistone.

Figure 28: Those in 'Bad' or 'Very Bad' health

(Source: ONS Census, 2011)

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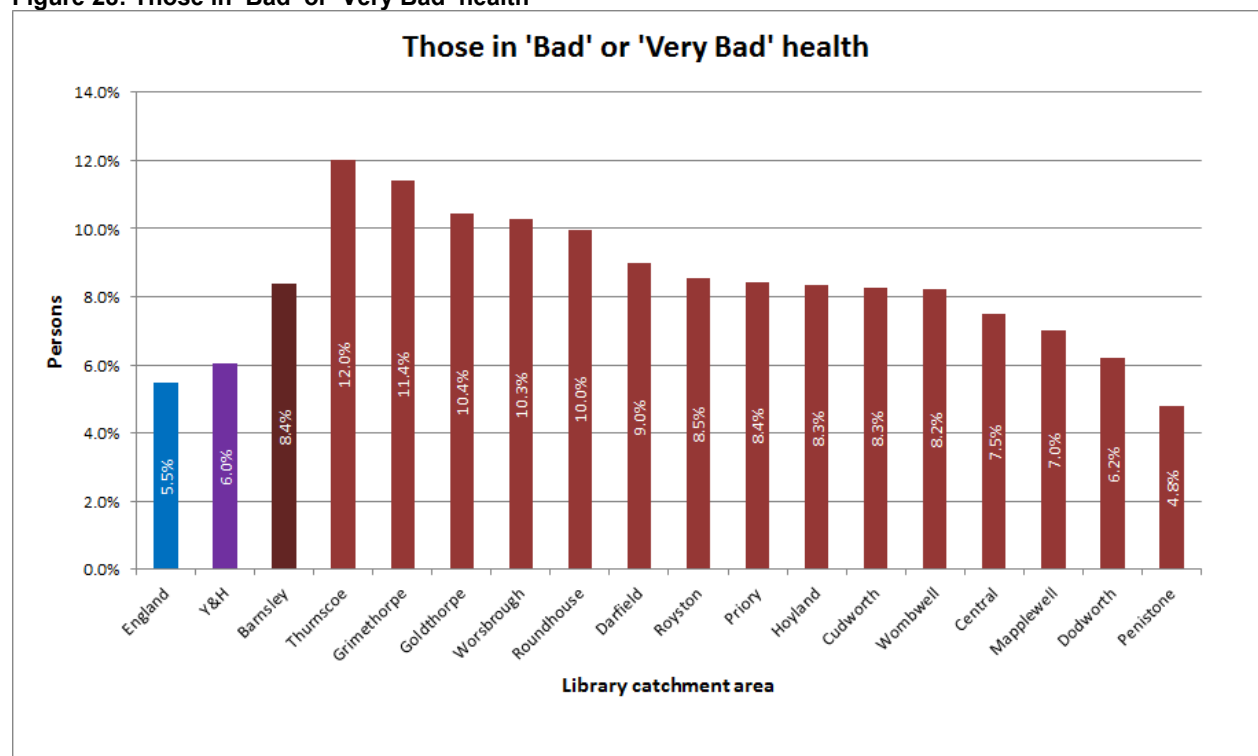
2.5.2 Day-to-day Activities Limited

Information relating to those with disabilities is very limited, so as a proxy, the number of those who self-reported that their day-to-day activities were limited as part of the 2011 Census was used. From this, 23.9% of the Barnsley resident population stated that their day to day activities[11] are limited a lot or a little; this is higher than both the regional (18.9%) and national (17.6%) rates. Figure 29 illustrates the variations across the library catchment areas which range from 30.1% in Thurnscoe to 17.0% in Penistone.

Figure 29: Limiting Long-term Illness by area
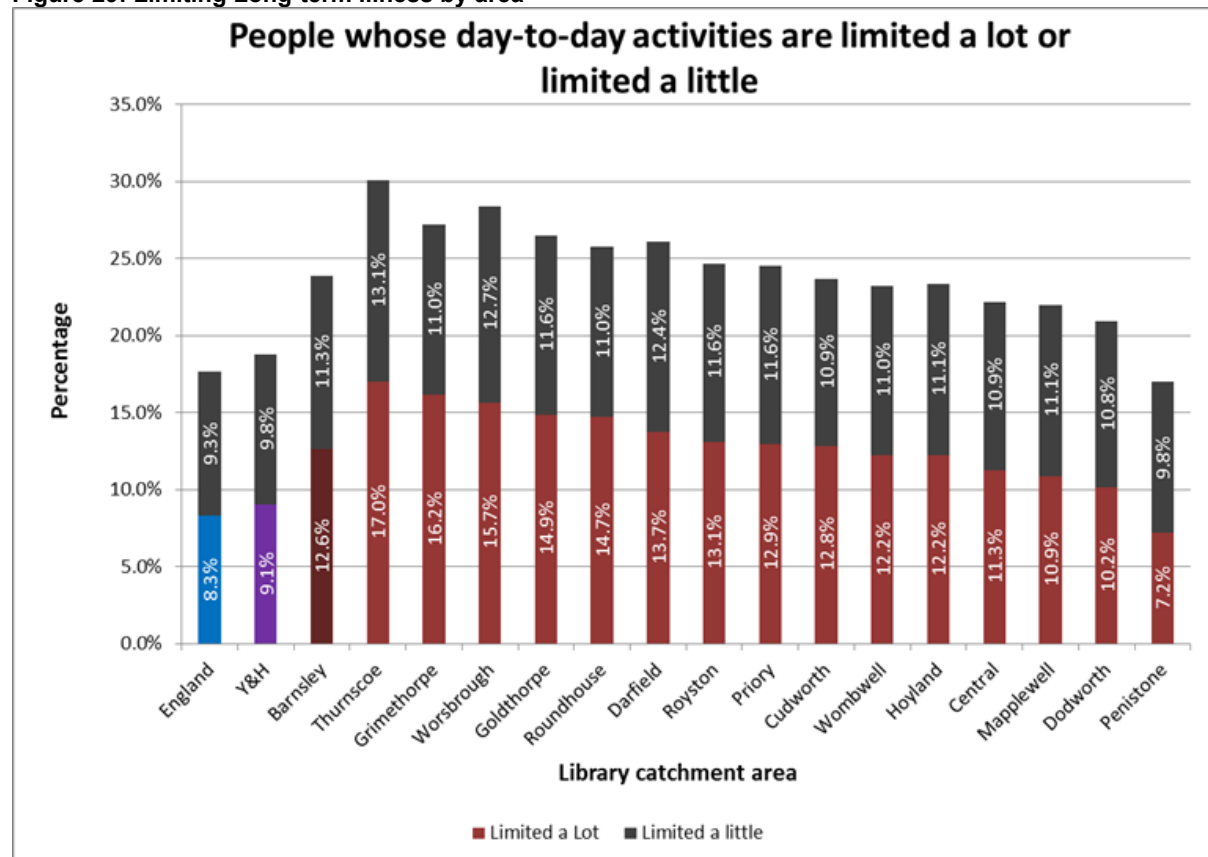
(Source: ONS Census 2011)

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[11] This dataset provides 2011 Census estimates long-term health problem. The estimates are as at census day, 27 March 2011.

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2.5.3   Provides 50 or More Hours Unpaid Care a Week

The 2011 Census provides details of those people who provide 50 or more hours of care to a family member or a friend a week. Figure 30 below shows that 3.3% of Barnsley residents provide such care. This is slightly higher than the regional (2.6%) and the national (2.4%) rates. The graph also shows that there is a significant variation in the provision of care across the library catchment areas ranging from 4.1% in Roundhouse to 2.2% in Penistone.

Figure 30: Provides 50 or more hours unpaid care a week
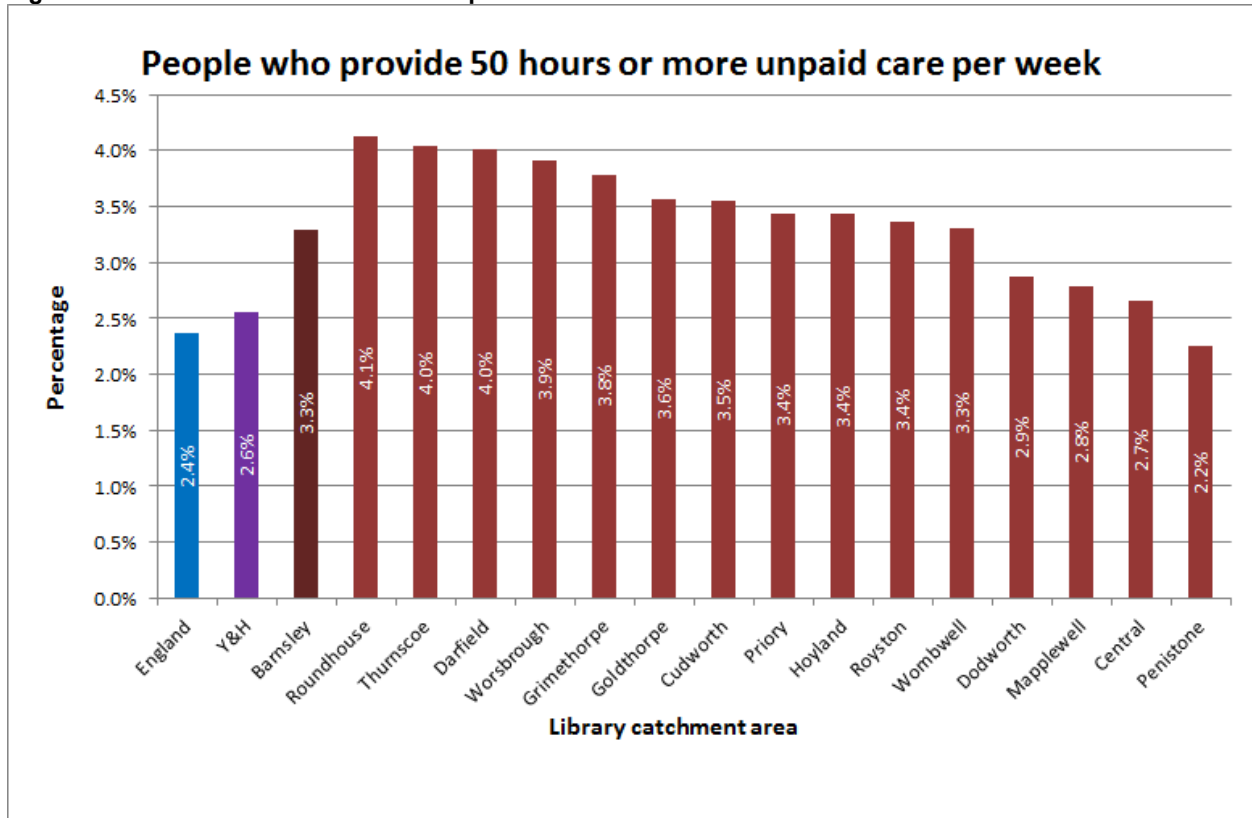
(Source: ONS Census 2011)

2.5.4   Life Expectancy

Life expectancy at birth for men in Barnsley is 78.2 years; lower than the Yorkshire and The Humber and England rates of 78.7 and 79.5 years respectively. For women, the rate is 81.9 years; lower than the Yorkshire and the Humber and England rates of 82.4 and 83.1 years respectively. In terms of the inequalities within Barnsley, there is a gap between the best and worst rates at electoral ward level of 7.0 years for men and 7.8 years for women.

(Source: ONS, December 2017 (Barnsley rates: 2014-2016, ward rates: 2012-2016)).

2.5.5   Healthy Life Expectancy

In terms of healthy life expectancy, men at birth in Barnsley could expect to live 4.7 years less in "good" health than men in England overall (58.6 years compared with 63.3 years), whilst women could expect to live 4.1 years less in "good" health than women in England overall (59.8 years compared with 63.9 years).

(Source: ONS, December 2017 (rates are 2014-2016). Data is not available at LSOA so we are unable to provide library catchment area information).

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2.5.6   Social Care Users

Information obtained from the Barnsley MBC social care records is shown in Figure 31 below. The numbers of active cases in each ward are shown as a rate per 1,000 children (aged 0 to 17) and per 1,000 adults (aged 18 and above).

Figure 31: Number of social care users per 1,000 people by catchment area
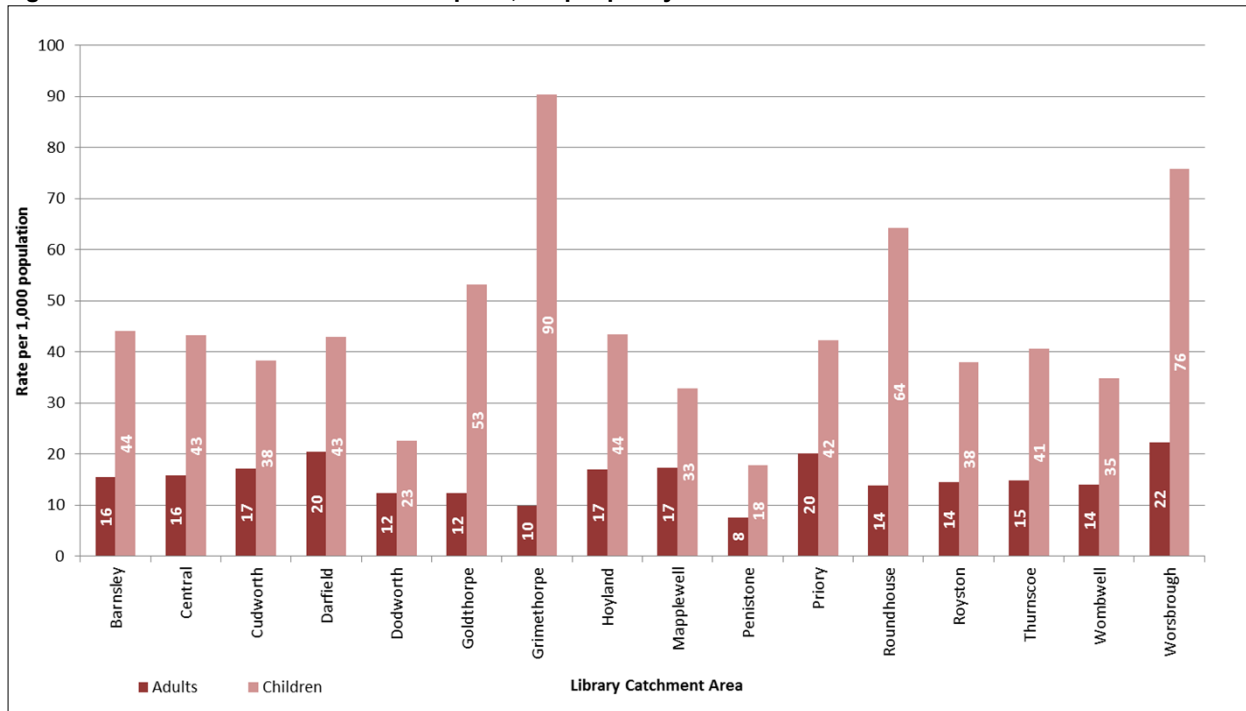
(Source: BMBC Adult and Children's Social Care Records, Dec 2017)

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2.5.7   Loneliness Index

(Libraries are) *places where people can come to meet others. Reducing social isolation is an important issue. In a 2013 study, 59% of adults aged over 52 who reported poor health said they felt lonely some of the time or often, compared to 21% of those who said they were in excellent health. Research suggests there are significant associations between frequent library use and reported wellbeing, and also between improved access to health information through libraries and reduced calls on services such as GPs.*

(Source: Libraries Deliver Report by the Libraries Task Force (2018) referencing the Campaign to End Loneliness[12] and The Arts Council [13])

Age UK[14] and ONS released a loneliness index in 2015 which provides LSOA level data about how likely people aged 65 and over are to experience loneliness. When compared by catchment area, there is very little variation in the figures (see Figure 32).

Figure 32: Loneliness Index

(Source: ONS, 2015)

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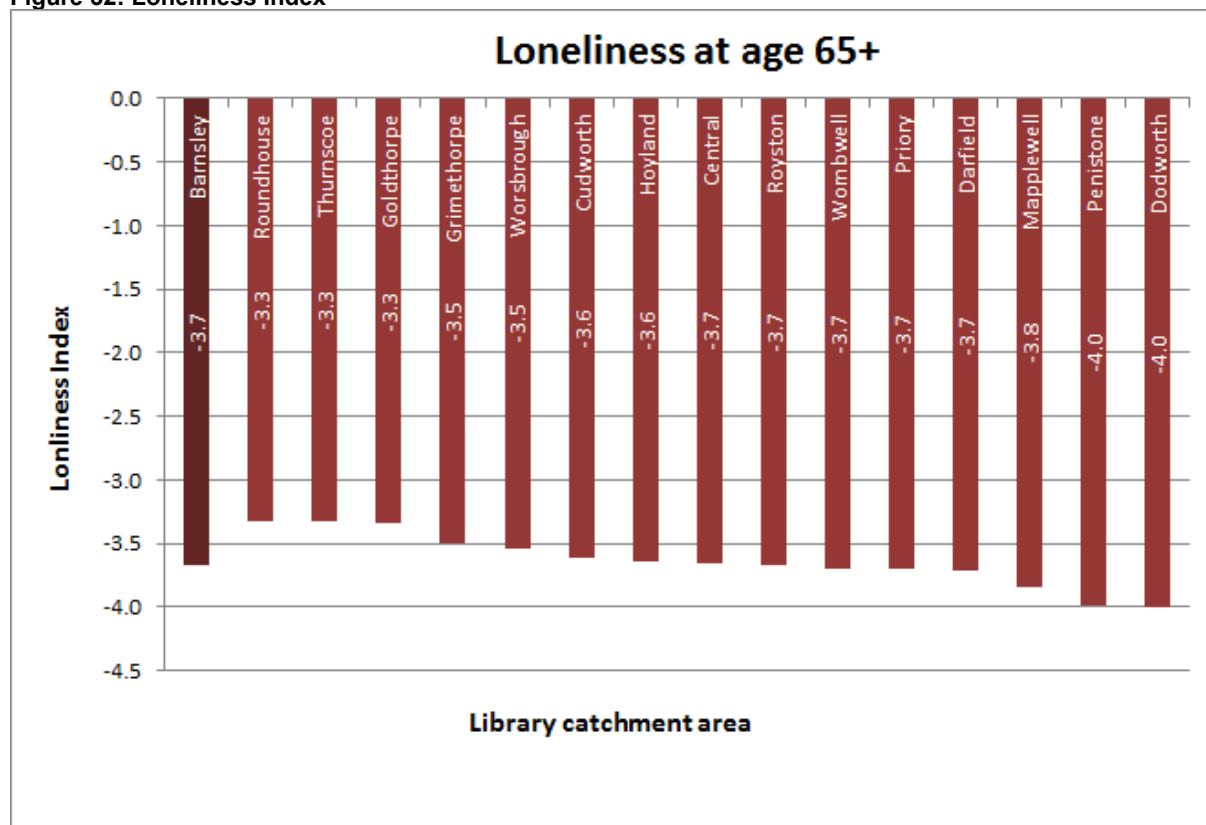
[12] https://www.campaigntoendloneliness.org/loneliness-research/
[13] http://www.artscouncil.org.uk/sites/default/files/download-file/Evidence_review_economic_contribution_libraries_2014.pdf
[14] http://www.ageuk.org.uk/professional-resources-home/research/loneliness/loneliness-maps/

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3   Library Accessibility

3.1   Public Transport

Currently, all the Barnsley libraries have adequate access from public transport networks. The map below in Figure 33 shows the locations of the libraries and any bus routes in the vicinity that have more than 22 buses per day. The inset table gives the distance to the nearest bus stop for that service and the number of journeys per day. The data is supplied by South Yorkshire Passenger Transport Executive (SYPTE).

Figure 33: Bus routes (February 2018)

Location	Nearest Service*	Journeys**	Straight Line Distance (metres)
ATHERSLEY NORTH	11	65	120
BARNSLEY CENTRAL	20	24	24
CUDWORTH	32	114	64
DARFIELD	219A	26	163
DODWORTH	22	42	38
GOLDTHORPE	219	35	31
GRIMETHORPE	27	48	57
HOYLAND	66	75	20
KENDRAY	6	65	47
MAPPLEWELL	1	74	35
MONK BRETTON	12	51	266
PENISTONE	21	22	43
ROYSTON	12	51	25
THURNSCOE	226	63	22
WOMBWELL	27	50	15
WORSBROUGH	66	75	219
WORSBROUGH DALE	6	65	94

** May be more than one service the same distance away; may be further services within walking distance. Service not manually selected, derived as a function of GIS software.

*Journeys on Monday 19th February 2018, includes both directions for each service.

This map is based upon Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. SYPTE 100080252 2018

(Source: SYPTE, 2017)

Current prices of public transport are as follows:

- English National Concessionary Travel Scheme (ENCTS) senior citizens travel free between 09:30-23:00
- Children and young people - £0.80p per journey or £6.50 to £7.50 per week depending on operator
- Adults - Prices vary depending on zones, from £11.50 to £16.00 per week

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Figure 34 below shows the number of trains that stop at each of the ten trains stations in the borough, and the routes.

Figure 34: Train departures and terminating services per day (February 2018)
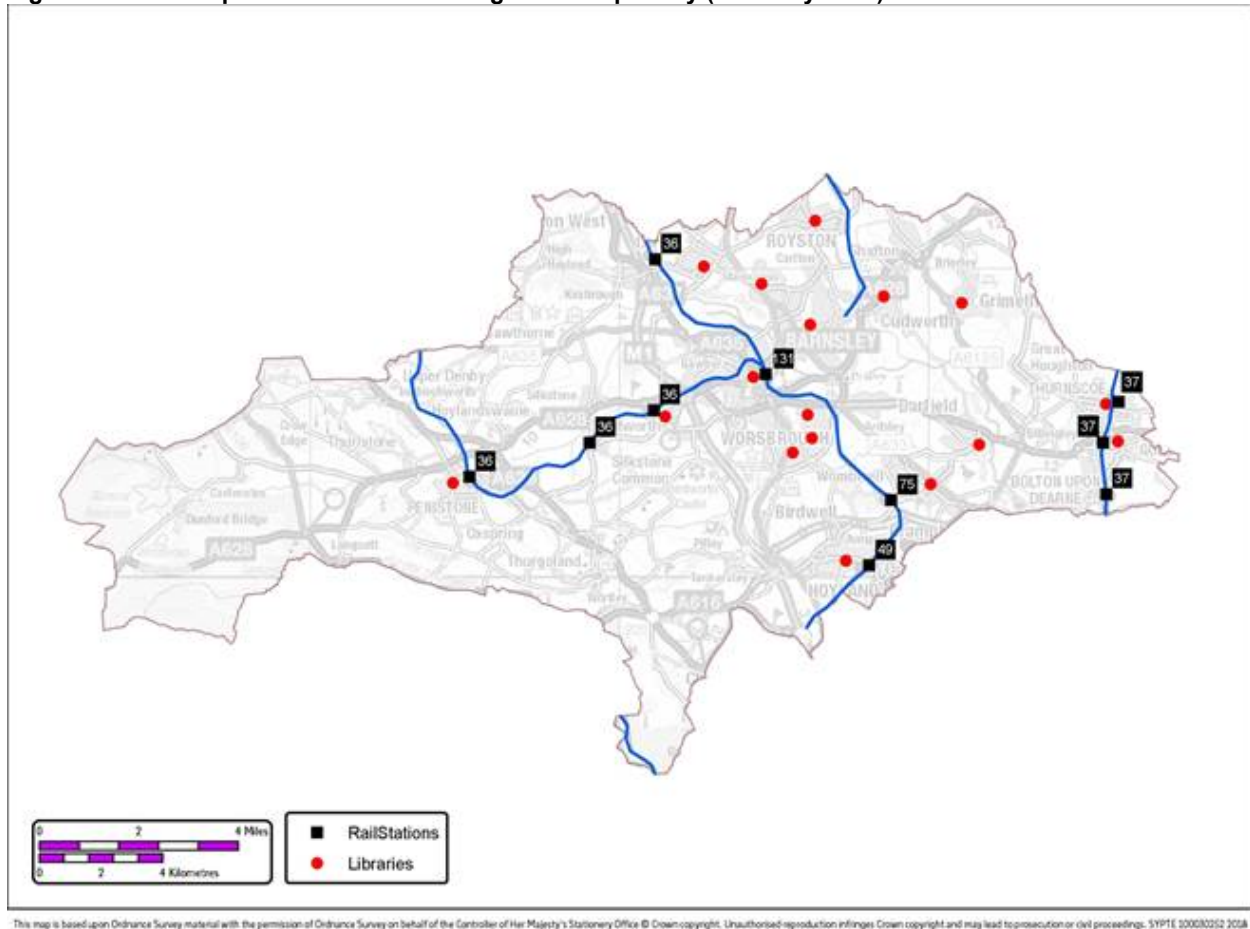
(Source: SYPTE 2018)

3.2   Vehicle Ownership

3.2.1   Households Who Own a Car or Van

The 2011 Census reported that 26.9% of households in Barnsley do not own a car or a van. This is slightly lower than Yorkshire and the Humber rate of 27.6% and slightly higher than the England rate of 25.8%.

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Figure 35 illustrates that 7 of the 15 library catchment areas had higher levels of no access to a car or van than the Barnsley average which increases the use of public transport or access via foot.

Figure 35: Percentage of household who do not own a car or van
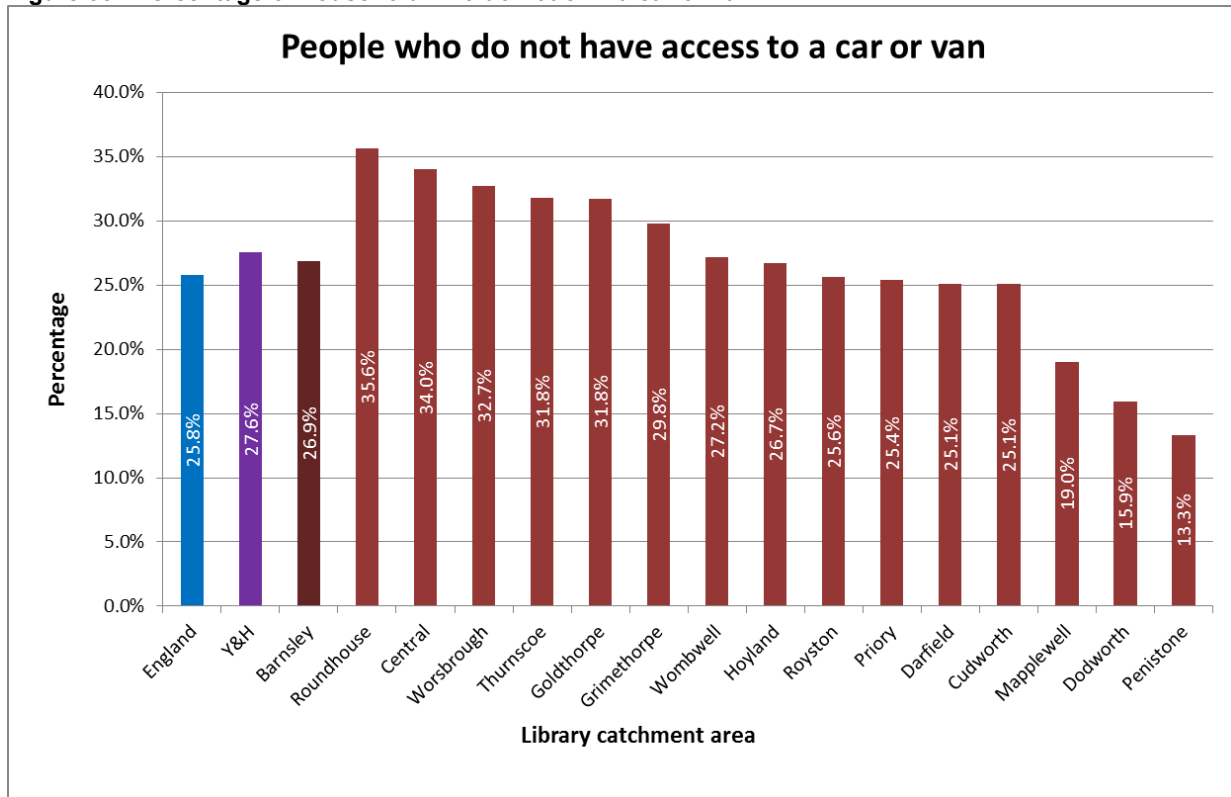
(Source: ONS Census 2011)

3.2.2   Licensed Vehicles

Information for the Department for Transport shows that in 2016 that there were 131,500 licensed vehicles within Barnsley that were privately owned or registered to a company's address; of which 109,100 were cars and 5,300 were motor cycles. This is an increase of 11,800 licenced vehicles since 2011. This indicates that a greater proportion of Barnsley now has access to a licensed vehicle and the ability to travel to and from various locations across the borough.

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3.3   Distance to Nearest Library

An overview of library location and population density is derived by grouping households by proximity to the library.

The majority (74%) of homes are within 1 mile of their nearest library (measured as a straight line) and less than 3% are more than 2 miles away.

Figure 36: Number of homes and the distance to their nearest library

2+ Miles
3124

2 Miles
25474

1 Mile
44053

1/2 Mile
39044
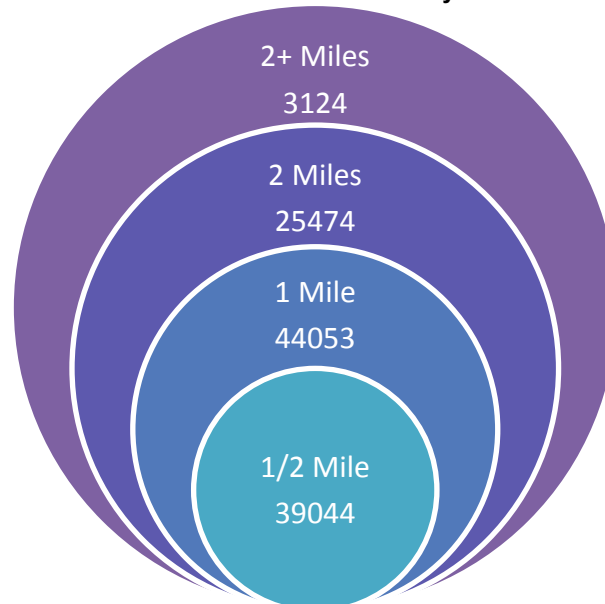
(Source: BMBC Local Land and Property Gazetteer, 2016)

3.4   Distance From Library

Analysis was undertaken to calculate the closest library to each residential property by using the straight line distance calculated in miles between all residential properties and their nearest library. The average distances show that in the more rural (and therefore less densely populated wards) people have to travel further to access a library.

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Figure 37: Distance from library
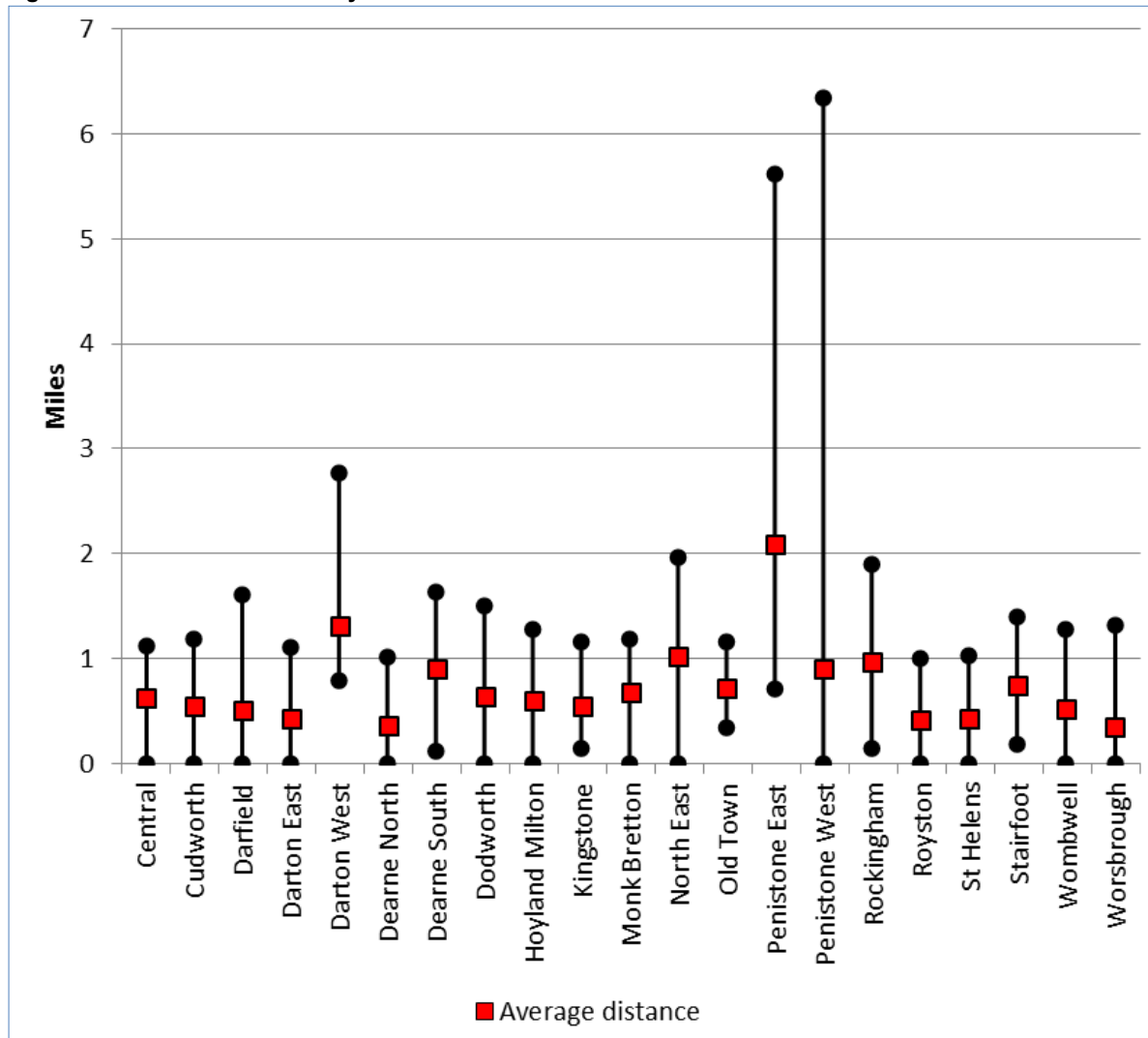
(Source: BMBC Local Land and Property Gazetteer, 2016)

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4   Active Users

4.1   National Picture

The spending on libraries in Barnsley is broadly in line with England as a whole, spending under 1% of England's local government net expenditure. Currently there are 141,058 Barnsley Library borrower cards that are active. However, a proportion of the cards could belong to people who no longer live in the Barnsley area, or those who are deceased. As the next section on user data shows, there are a lot people with a library card who have not used the library in the last 12 months.

Taking Part[15] is a household survey in England. The survey looks at participation in the cultural activities such as Arts, Heritage, Museums and Galleries, Libraries, Archives, Volunteering and charitable giving, Equalities and Special Events. The latest survey covers the period October 2016 to September 2017. The survey found that nationally 34% of adults reported using a library service in the last 12 months; a significant decrease from 48.2% in 2005/06. Regionally, Yorkshire and the Humber have the second lowest rate with 27.4%.

The *Taking Part* data shows a 14.2% reduction in the proportion of adults who used a library at least once a year between 2010/11 and 2016/17. The proportion of adults using public library services in the least deprived areas (2015 IMD Deciles 9 and 10) has declined at a faster rate than in more deprived areas. In 2016/17, 36.8% of adults from the least deprived areas used a library, compared to 46.3% in 2009/10. By contrast, library use among adults in the 5 most deprived areas (2015 IMD Deciles 1 to 5) has remained reasonably stable.

The *Taking Part* survey found that among those whose use of libraries decreased over a period of three years, two of the most common reasons for using services less often were buying or getting books elsewhere (17% of those using libraries less often) and now reading E-books instead (12%).

The survey also found that adults who live with children are significantly more likely to have used public library services at least once a year than adults who do not live with children. Amongst adults whose use of libraries has increased over a period of three surveys, encouraging a child to read was the main reason given for this increase (cited by 20% of those using library services more often).

In addition, adults who went to the library themselves when they were growing up were more likely to go to the library as adults: 82.2% of adults who said they had used a library in the last 12 months when interviewed between April 2014 and March 2015 had used the library when growing up. A total of 69.1% those who said they had not used the library in the last 12 months.

A similar decline in library use is also shown in the data collected by the Chartered Institute of Public Finance and Accountancy (CIPFA) in the Public Library Users Survey (PLUS) (see Appendix C: 2014 CIPFA Data)[16]. The PLUS survey shows a decline of 15% in the number of visits to libraries between 2010/11 and 2014/15 and a 23.5% decline in the number of active borrowers over the same period.

This is supported by research undertaken by the Carnegie UK Trust (2017)[17], who identified similar trends in use and frequency.

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[15] https://www.gov.uk/guidance/taking-part-survey
[16] BMBC are currently not subscribing to CIPFA online and are unable to access more recent data.
[17] https://www.carnegieuktrust.org.uk/shining-a-light/

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They identified that the following factors were good predictors of people who were likely to use the library: Being younger (aged 15-24); Having children in the household; Being a 'prolific' reader; Being a woman; and Being in socio-economic groups AB and C1.

Table 4: Social grade and description

Social Grade	Description
AB	Higher & intermediate managerial, administrative, professional occupations
C1	Supervisory, clerical & junior managerial, administrative, professional occupations
C2	Skilled manual occupations
DE	Semi-skilled & unskilled manual occupations, Unemployed and lowest grade occupations

(Source: UK Geographics, 2014)

Their research goes on to look at people's attitudes towards libraries in each jurisdiction in the UK (i.e. England, Scotland, Wales and Northern Ireland). This is summarised in the following infographic.

Figure 38: Attitudes towards libraries
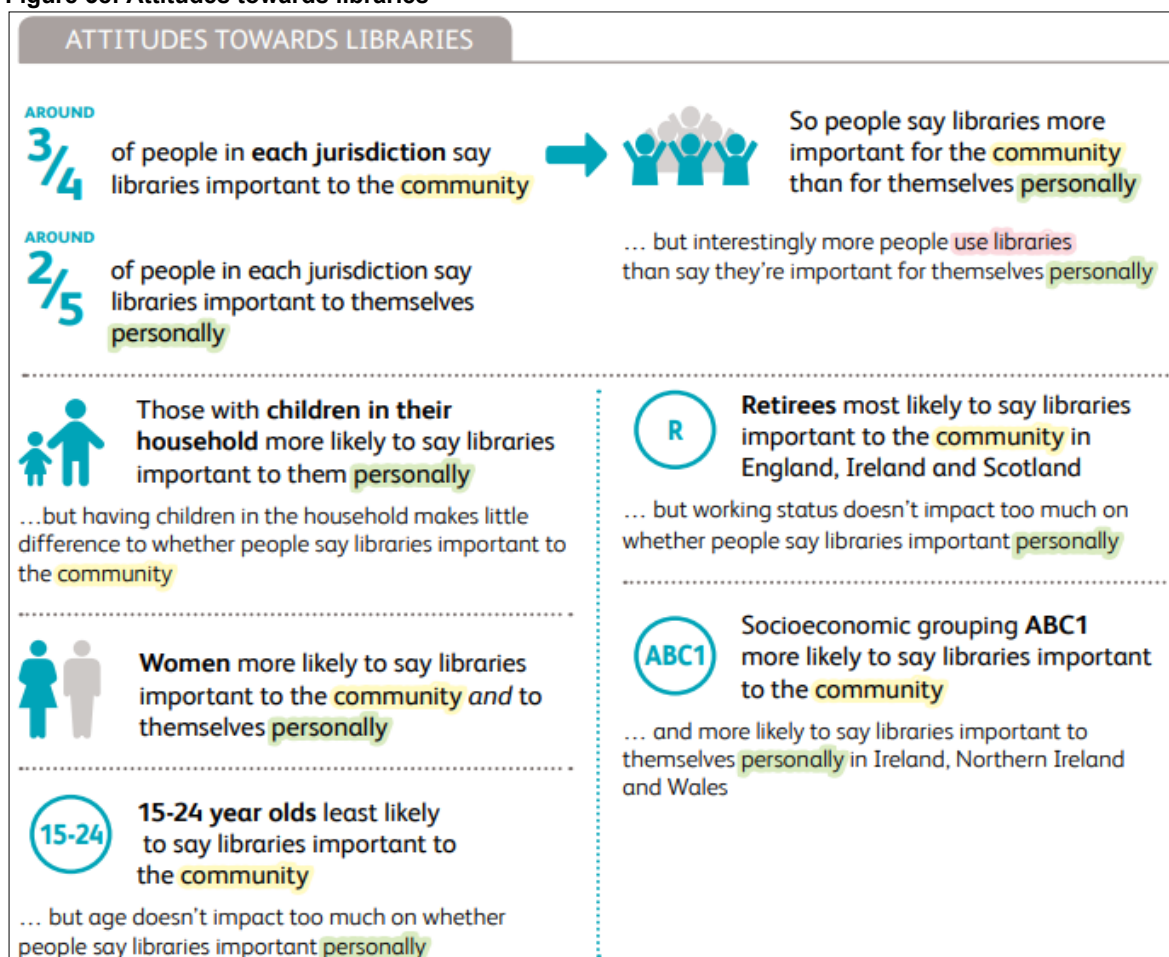
(Source: Carnegie UK Trust, Shining a Light Data Booklet, 2017)

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They also asked respondents about ways in which the libraries could be improved:

Figure 39: Most popular improvements amongst library users
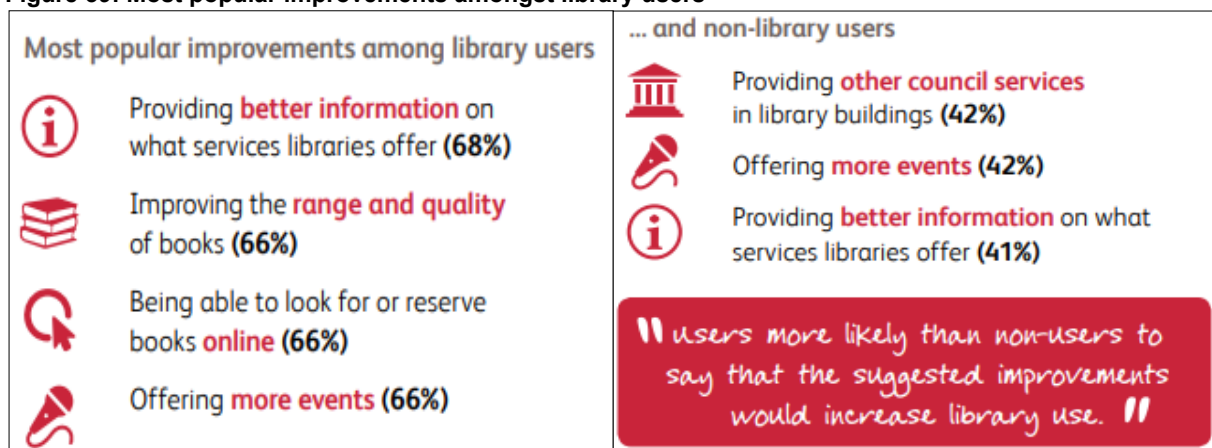
(Source: Carnegie UK Trust, Shining a Light Country Factsheet (England), 2017)

Taking Part found that against this backdrop of an overall reduction in people using library services, of those adults who had still used a service, the proportion using a service website rose from 8.9% to 14.2% between 2005/06 and 2015/16. There was an increase in those people using the library website to complete a transaction (such as reserving or renewing an item or paying a fine for an overdue loan); an increase from 28.1% in 2006/07 to 39.7% in 2015/16. However, the proportion of those using a library website to search and view online information or to make an enquiry fell from 75.5% in 2006/07 to 67.4% in 2015/16.

The Libraries Taskforce observed that public libraries are a unique and valued public service. A 2015 online poll showed 90% of respondents felt their library service should be protected, whether or not they themselves were a regular user[18].

The local picture in Barnsley follows the national trend, with a reduction in the number of those using library services. More detail is provided in the user data section.

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[18] https://www.moneysavingexpert.com/poll/05-04-2016/will-you-miss-your-local-library-if-its-shut-down

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4.2   User Data

Local data from all Barnsley libraries in illustrates that the number of Active Borrowers has been steadily declining over the last five years in line with national trends (see Figure 38). Visits data is based on a mixture of electronic counting devices (which are in use at the majority of Barnsley libraries) and manual footfall counts. It is worth noting that electronic counters have limitations as they count anyone who enters a library, including members of staff, deliveries and so on, and may be skewed by scenarios such as people carrying bags or multiple people entering and exiting the library together. Overall, there has been an increasing trend in the number of visits over the last five years.

4.2.1   Trends

Figure 40: Trend in active borrowers, visits and issues January 2013 to December 2017, Barnsley

	2013	2014	2015	2016	2017
Visits	736,341	779,130	849,868	828,828	858,356
Issues	572,981	489,264	476,130	440,837	431,015
Active Borrowers*	23,715	21,317	19,002	17,179	16,336
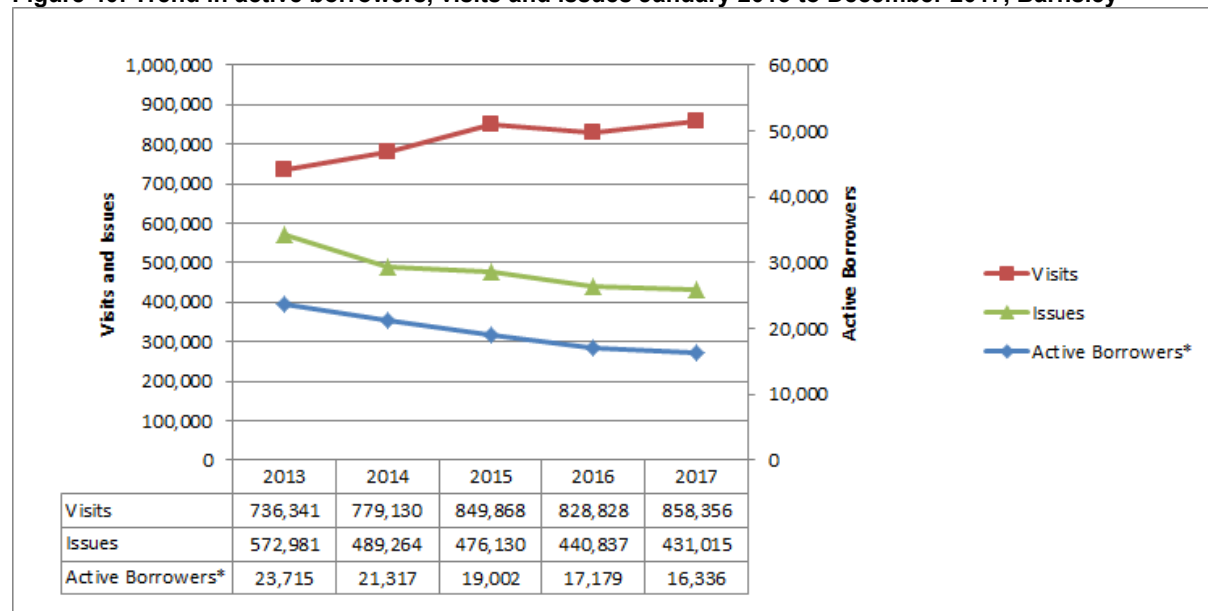
(Source: BMBC, 2018)

Notes: The data includes all issues (items borrowed) including home library service users and digital users (eBooks and eAudio).
*Active borrowers show the number individuals who have borrowed or renewed branch items within the 12 month period.
The figures are not entirely accurate as we don't have access to OneClickDigital which supplied eAudio downloads until August 2017.

Demographic information in Table 5 illustrates that more females in Barnsley are active borrowers than males and this trend has continued over the five year period. In 2017 62.7% of our active borrowers were female, whilst only 34.9% were males. When comparing information by age group, the percentage of active borrowers aged less than 16 years remains relatively constant. The percentage of working age borrowers has slightly decreased over the last few years, however, the opposite has occurred for the percentage of borrowers aged 65 years and over, with figures increasing from 19.3% in 2013 to 25.3% in 2017. In recent years the Barnsley library service has tried to improve its data quality and as a result the percentage of unknowns across all demographics has decreased. Finally, the number of people who have informed us they are disabled has been increasing steadily over the last five years. However, it is perceived this is most likely due to the library service completing missing data rather than an actual increase in disabled library users.

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Table 5: Demographics of active borrowers, January 2013 to December 2017 in Barnsley.

		2013	2014	2015	2016	2017
Gender	Male	34.5%	34.6%	34.1%	33.8%	34.9%
	Female	60.5%	59.6%	59.7%	60.6%	62.7%
	Unknown	5.0%	5.9%	6.1%	5.6%	2.4%
Age	Under 16	34.6%	36.0%	35.3%	34.0%	34.4%
	16 to 64	43.8%	41.1%	40.5%	39.9%	39.8%
	65+	19.3%	20.5%	22.0%	24.3%	25.3%
	Unknown	2.3%	2.4%	2.2%	1.8%	0.5%
Ethnicity	White British	55.2%	58.3%	59.8%	61.7%	82.0%
	White Other	1.5%	1.8%	2.0%	1.8%	2.5%
	Asian	0.9%	1.0%	1.0%	0.8%	1.1%
	Black	0.7%	0.8%	0.8%	0.7%	0.8%
	Mixed	0.4%	0.4%	0.4%	0.3%	0.5%
	Other	0.2%	0.2%	0.4%	0.4%	0.6%
	Refused	0.5%	0.8%	1.2%	1.5%	3.0%
	Unknown	40.6%	36.7%	34.5%	32.7%	9.5%
Disability		5.3%	5.8%	6.0%	8.2%	8.4%

(Source: BMBC, 2018)

4.2.2   2017 Activity

During 2017 there were almost 16,500 people who borrowed either books or digital items from the Barnsley library service as illustrated in Table 6 below.

Table 6: Number of transactions per borrower

	Transactions (items issued or renewed)	Number of borrowers (excluding groups)	Average transactions per borrower
eBooks and eAudio (Overdrive)	11,264	539	20.9
Books	431,015	16,099	26.8
Total	442,279	16,336	27.1

(Source: BMBC, 2018)

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4.2.3   User Demographics by Service 2017

Table 7: User Demographics by service 2017.

		Books		**Digital** (eBooks and eAudio)	
Gender	Male	5,618	34.9%	171	31.7%
	Female	10,102	62.7%	356	66.0%
	Unknown	379	2.4%	12	2.2%
Age	Under 16	5,617	34.9%	18	3.3%
	16 to 64	6,361	39.5%	321	59.6%
	65+	4,050	25.2%	188	34.9%
	Unknown	71	0.4%	12	2.2%
Ethnicity	White British	13,223	82.1%	450	83.5%
	White Other	401	2.5%	2	0.4%
	Asian	176	1.1%	1	0.2%
	Black	130	0.8%	2	0.4%
	Mixed	87	0.5%	4	0.7%
	Other	90	0.6%	0	0.0%
	Refused	482	3.0%	19	3.5%
	Unknown	1,510	9.4%	61	11.3%
Disability		1,347	8.4%	45	8.3%

(Source: BMBC, 2018)

Table 7 illustrates that digital services are not as popular as the physical libraries, however, usage patterns are broadly similar and usage is increasing over time with the exception of children. It is worth noting that individuals could be counted in both the figures for books and digital.

Table 8 illustrates the demographics of the library users by library catchment area.

The Public Libraries and Museums Act 1964[19] states, that all authorities have a statutory responsibility to *"provide a comprehensive and efficient library service for all persons"*. Local authorities have a duty to allow free access for all who wish to use it, but their obligation to lend extends only to those who live, work or study full-time in their area.

Given this statement in the act above and to enable us to estimate the proportion of the population that are using the library, the resident population estimates have been used as a proxy (as we are unable to calculate the number of those studying or working in the area that live elsewhere). This enables comparisons to be made between the general population in each catchment area and those who use the library service.

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[19] http://www.legislation.gov.uk/ukpga/1964/75

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Results show that usage varies significantly across the catchment areas, ranging from 10.6% in Penistone to only 3.6% in Grimethorpe.

Table 8: User Demographic by library catchment area

		Barnsley	Central	Cudworth	Darfield	Dodworth	Goldthorpe	Grimethorpe	Hoyland	Mapplewell	Penistone	Priory	Roundhouse	Royston	Thurnscoe	Wombwell	Worsborough	Unknown
Gender	Male	5,708	937	209	240	431	211	89	530	448	556	320	221	293	184	408	339	292
	Female	10,240	1,424	440	410	850	416	174	1,064	799	1,027	542	387	551	359	756	592	449
	Unknown	388	49	20	6	22	16	16	43	20	42	20	17	30	7	29	28	23
Age	Under16	5,622	777	256	221	372	215	134	536	471	678	263	255	349	158	449	293	195
	16-64	6,499	1,143	242	220	474	306	96	638	472	551	342	253	324	246	454	378	360
	65+	4,136	482	165	210	451	120	46	454	322	389	274	115	198	146	285	286	193
	Unknown	79	8	6	5	6	2	3	9	2	7	3	2	3	0	5	2	16
Ethnicity	White British	13,401	1,781	522	569	1,086	515	224	1,387	1,141	1,322	699	500	771	485	1,014	765	620
	White Other	401	138	10	27	11	17	14	18	13	17	24	20	4	13	32	32	11
	Asian	176	71	4	3	13	6	1	4	13	10	5	5	4	5	14	5	13
	Black	130	29	7	4	2	9	0	7	2	0	18	8	6	4	10	17	7
	Mixed	89	16	3	4	3	8	0	9	7	19	3	2	4	2	0	3	6
	Other	90	51	2	1	4	0	0	2	3	3	7	2	3	2	5	4	1
	Refused	494	142	23	12	31	15	5	24	32	44	33	21	15	11	20	34	32
	Unknown	1,555	182	98	36	153	73	35	186	56	210	93	67	67	28	98	99	74
Disability	Disabled	1,367	149	58	74	121	66	33	146	109	107	55	61	78	61	101	90	58
	Refused	494	150	21	15	41	13	5	21	32	42	29	18	16	9	24	32	26
	Unknown	1,719	189	100	42	162	77	40	214	52	224	100	71	80	32	137	107	92
	Population of Catchment Area	241,218	34,865	14,935	7,315	16,612	13,945	7,683	21,801	16,993	15,310	19,939	12,838	12,691	12,142	18,567	15,582	
	Resident Library Users	16,336	2,410	669	656	1,303	643	279	1,637	1,267	1,625	882	625	874	550	1,193	959	764
	% of Population using Libraries	6.8%	6.9%	4.5%	9.0%	7.8%	4.6%	3.6%	7.5%	7.5%	10.6%	4.4%	4.9%	6.9%	4.5%	6.4%	6.2%	

(Source: BMBC 2018 and ONS 2017)

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4.2.4   IT Users

Based on data from the Libraries iCAM system during 2017, 8,517 user ID's accessed the library IT facilities across the borough. Of those user ID's 1,822 were guest ID's and the remaining 6,695 were registered library users. The iCAM system is in operation at eight of the libraries across Barnsley; Central, Cudworth, Goldthorpe, Hoyland, Penistone, Royston, Wombwell, Worsborough. Demographic information of those registered library users who accessed IT facilities is shown in Table 9 below. The user database for ICT in libraries differs from the borrowers in that there is a larger proportion of those of working age and also of Non-White British users (especially in the White Other category) suggesting a high usage by the migrant workforce.

Table 9: IT Users Demographic breakdown

		IT Users	% of total	% of known
Gender	Male	2,741	32.2%	45.8%
	Female	3,246	38.1%	54.2%
	Unknown	2,530	29.7%	
Age	Under 16	176	2.1%	2.9%
	16 to 64	5,423	63.7%	88.7%
	65+	517	6.1%	8.5%
	Unknown	2,401	28.2%	
Ethnicity	White British	4,138	48.6%	82.6%
	White Other	366	4.3%	7.3%
	Asian	108	1.3%	2.2%
	Black	203	2.4%	4.1%
	Mixed	68	0.8%	1.4%
	Other	129	1.5%	2.6%
	Refused	322	3.8%	
	Unknown	3,183	37.4%	
Disability	Yes	449	5.3%	7.3%
	No	5,667	66.5%	92.7%
	Unknown	2,401	28.2%	

(Source: BMBC, 2018)

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4.3   Library User Demographic Data

The following Tables are based on library users (those who have borrowed items in 2017) who used each library.

Tables 10, 12, 14 and 16 are users of each library regardless of where they live (e.g. a user may live in Penistone, but use the Central library).

Tables 11, 13, 15 and 17 contain figures based on users who live within the library catchment area.

The Public Libraries and Museums Act 1964[20] states, that all authorities have a statutory responsibility to *"provide a comprehensive and efficient library service for all persons".* Local authorities have a duty to allow free access for all who wish to use it, but their obligation to lend extends only to those who live, work or study full-time in their area.

Given this statement in the act above and to able us to estimate the proportion of the population that are using the library, the resident population estimates have been used as a proxy (as we are unable to calculate the number of those studying or working in the area that live elsewhere). This enables comparisons to be made between the general population in each catchment area and those who use the library service.

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[20] http://www.legislation.gov.uk/ukpga/1964/75
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4.3.1 Gender by Library Used

Information in Table 10 illustrates that there are slightly more females (8.6%) using the Barnsley libraries compared to males (4.7%). This pattern also applies across all the library catchment areas.

Table 10: Comparison by gender

			Barnsley	Central	Cudworth	Darfield	Dodworth	Goldthorpe	Grimethorpe	Hoyland	Mapplewell & Staincross	Penistone	Priory	Roundhouse	Royston	Thurnscoe	Wombwell	Worsbrough	Home Library Service	Overdrive
Gender	Male	Population	122,128	17,067	7,604	3,754	8,484	7,111	3,928	11,152	8,706	7,798	10,092	6,526	6,417	6,172	9,343	7,974		
		Library Users	5,708	2,212	248	297	288	334	79	619	496	625	43	129	347	161	471	208	61	171
		% of Population	4.7%	13.0%	3.3%	7.9%	3.4%	4.7%	2.0%	5.6%	5.7%	8.0%	0.4%	2.0%	5.4%	2.6%	5.0%	2.6%		
	Female	Population	119,090	17,798	7,331	3,561	8,128	6,834	3,755	10,649	8,287	7,512	9,847	6,312	6,274	5,970	9,224	7,608		
		Library Users	10,240	3,309	501	539	592	631	163	1,256	933	1,187	81	249	685	273	865	385	263	356
		% of Population	8.6%	18.6%	6.8%	15.1%	7.3%	9.2%	4.3%	11.8%	11.3%	15.8%	0.8%	3.9%	10.9%	4.6%	9.4%	5.1%		
	Unknown	Library Users	388	124	26	8	12	21	15	55	26	45	1	12	29	4	25	10	2	12
Population of Catchment Area			241,218	34,865	14,935	7,315	16,612	13,945	7,683	21,801	16,993	15,310	19,939	12,838	12,691	12,142	18,567	15,582		
Library users			16,336	5,645	775	844	892	986	257	1,930	1,455	1,857	125	390	1,061	438	1,361	603	326	539
% of population using libraries			6.8%	16.2%	5.2%	11.5%	5.4%	7.1%	3.3%	8.9%	8.6%	12.1%	0.6%	3.0%	8.4%	3.6%	7.3%	3.9%		

(Source: BMBC 2018 and ONS 2017)

4.3.2   Gender by User Address and Catchment Area

Information in Table 11 illustrates that there are slightly more females 8.6% using Barnsley libraries compared to males 4.7%. This pattern also applies to those users residing across all the library catchment areas.

Table 11: Comparison by gender

			Barnsley	Central	Cudworth	Darfield	Dodworth	Goldthorpe	Grimethorpe	Hoyland	Mapplewell & Staincross	Penistone	Priory	Roundhouse	Royston	Thurnscoe	Wombwell	Worsbrough	Unknown
Gender	Male	Population	122,128	17,067	7,604	3,754	8,484	7,111	3,928	11,152	8,706	7,798	10,092	6,526	6,417	6,172	9,343	7,974	
		Users in Catchment	5,708	937	209	240	431	211	89	530	448	556	320	221	293	184	408	339	292
		% of Population	4.7%	5.5%	2.7%	6.4%	5.1%	3.0%	2.3%	4.8%	5.1%	7.1%	3.2%	3.4%	4.6%	3.0%	4.4%	4.3%	
	Female	Population	119,090	17,798	7,331	3,561	8,128	6,834	3,755	10,649	8,287	7,512	9,847	6,312	6,274	5,970	9,224	7,608	
		Users in Catchment	10,240	1,424	440	410	850	416	174	1,064	799	1,027	542	387	551	359	756	592	449
		% of Population	8.6%	8.0%	6.0%	11.5%	10.5%	6.1%	4.6%	10.0%	9.6%	13.7%	5.5%	6.1%	8.8%	6.0%	8.2%	7.8%	
	Unknown		388	49	20	6	22	16	16	43	20	42	20	17	30	7	29	28	23
Population of Catchment Area			241,218	34,865	14,935	7,315	16,612	13,945	7,683	21,801	16,993	15,310	19,939	12,838	12,691	12,142	18,567	15,582	
Resident library users			16,336	2,410	669	656	1,303	643	279	1,637	1,267	1,625	882	625	874	550	1,193	959	764
% of population using libraries			6.8%	6.9%	4.5%	9.0%	7.8%	4.6%	3.6%	7.5%	7.5%	10.6%	4.4%	4.9%	6.9%	4.5%	6.4%	6.2%	

(Source: BMBC 2018 and ONS 2011)

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4.3.3 Age by Library Used

Information in Table 12 illustrates that 12.6% of those aged under 16 use Barnsley libraries; this is higher than the overall Barnsley average for all age groups of 6.8%. It also illustrates the significant variations in under 16's usage across the library catchment areas which range from 26.3% in Central to 1.2% in Priory. 4.3% of those aged 16 to 64 years use the Barnsley libraries, which is below the Barnsley percentage for all age groups. For users in the 16 to 64 years age bracket, the percentage of population using the libraries varies from 11.7% in Central to 0.4% in Priory. Finally, the table also illustrates that 9.1% of the population aged 65 years and over use Barnsley libraries. There are significant variations across the library catchment areas ranging from 23.2% in Central to 0.7% in Priory.

Table 12: Comparison by age

			Barnsley	Central	Cudworth	Darfield	Dodworth	Goldthorpe	Grimethorpe	Hoyland	Mapplewell & Staincross	Penistone	Priory	Roundhouse	Royston	Thurnscoe	Wombwell	Worsbrough	Home Library Service	Overdrive
Age	Under 16	Population	44,516	6,023	3,016	1,329	2,500	2,793	1,596	3,924	2,775	2,901	3,618	2,892	2,361	2,371	3,468	2,949		
		Library Users	5,622	1,587	278	268	275	314	130	652	565	746	42	168	429	124	466	167	1	18
		% of Population	12.6%	26.3%	9.2%	20.2%	11.0%	11.2%	8.1%	16.6%	20.4%	25.7%	1.2%	5.8%	18.2%	5.2%	13.4%	5.7%		
	16 to 64	Population	151,026	23,191	9,390	4,354	9,861	9,007	4,933	13,680	10,350	9,301	12,287	8,034	7,918	7,550	11,889	9,281		
		Library Users	6,499	2,721	281	291	333	476	95	762	536	641	53	150	387	191	571	228	27	321
		% of Population	4.3%	11.7%	3.0%	6.7%	3.4%	5.3%	1.9%	5.6%	5.2%	6.9%	0.4%	1.9%	4.9%	2.5%	4.8%	2.5%		
	65+	Population	45,676	5,651	2,529	1,632	4,251	2,145	1,154	4,197	3,868	3,108	4,034	1,912	2,412	2,221	3,210	3,352		
		Library Users	4,136	1,312	208	281	278	194	29	505	353	461	30	70	242	123	318	205	296	188
		% of Population	9.1%	23.2%	8.2%	17.2%	6.5%	9.0%	2.5%	12.0%	9.1%	14.8%	0.7%	3.7%	10.0%	5.5%	9.9%	6.1%		
	Unknown	Library Users	79	25	8	4	6	2	3	11	1	9	0	2	3	0	6	3	2	12
Population of Catchment Area			241,218	34,865	14,935	7,315	16,612	13,945	7,683	21,801	16,993	15,310	19,939	12,838	12,691	12,142	18,567	15,582		
Library users			16,336	5,645	775	844	892	986	257	1,930	1,455	1,857	125	390	1,061	438	1,361	603	326	539
% of population using libraries			6.8%	16.2%	5.2%	11.5%	5.4%	7.1%	3.3%	8.9%	8.6%	12.1%	0.6%	3.0%	8.4%	3.6%	7.3%	3.9%		

(Source: BMBC 2018 and ONS 2017)

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4.3.4 Age by User Address and Catchment Area

Information in Table 13 illustrates that 12.6% of those aged under 16 use Barnsley libraries; this is higher than the overall Barnsley average of 6.8%. It also illustrates the significant variations in usage of those under 16 residing in the various library catchment areas which range from 23.4% in Penistone to 6.7% in Thurnscoe.

4.3% of those aged 16 to 64 years use the Barnsley libraries, which is below the Barnsley percentage for all age groups. For users in the 16 to 64 years age bracket the percentage of population residing in the various catchment areas varies from 5.9% in Penistone to 1.9% in Grimethorpe. Finally it also illustrates that 9.1% of the population aged 65 years and over use Barnsley libraries. There are significant variations across the library catchment areas ranging from 12.9% of users residing in Darfield to 4.0% residing in Grimethorpe.

Table 13: Comparison by age

Age			Barnsley	Central	Cudworth	Darfield	Dodworth	Goldthorpe	Grimethorpe	Hoyland	Mapplewell & Staincross	Penistone	Priory	Roundhouse	Royston	Thurnscoe	Wombwell	Worsbrough	Unknown
Age	Under 16	Population	44,516	6,023	3,016	1,329	2,500	2,793	1,596	3,924	2,775	2,901	3,618	2,892	2,361	2,371	3,468	2,949	
		Users in Catchment	5,622	777	256	221	372	215	134	536	471	678	263	255	349	158	449	293	195
		% of Population	12.6%	12.9%	8.5%	16.6%	14.9%	7.7%	8.4%	13.7%	17.0%	23.4%	7.3%	8.8%	14.8%	6.7%	12.9%	9.9%	
	16 to 64	Population	151,026	23,191	9,390	4,354	9,861	9,007	4,933	13,680	10,350	9,301	12,287	8,034	7,918	7,550	11,889	9,281	
		Users in Catchment	6,499	1,143	242	220	474	306	96	638	472	551	342	253	324	246	454	378	360
		% of Population	4.3%	4.9%	2.6%	5.1%	4.8%	3.4%	1.9%	4.7%	4.6%	5.9%	2.8%	3.1%	4.1%	3.3%	3.8%	4.1%	
	65+	Population	45,676	5,651	2,529	1,632	4,251	2,145	1,154	4,197	3,868	3,108	4,034	1,912	2,412	2,221	3,210	3,352	
		Users in Catchment	4,136	482	165	210	451	120	46	454	322	389	274	115	198	146	285	286	193
		% of Population	9.1%	8.5%	6.5%	12.9%	10.6%	5.6%	4.0%	10.8%	8.3%	12.5%	6.8%	6.0%	8.2%	6.6%	8.9%	8.5%	
	Unknown		79	8	6	5	6	2	3	9	2	7	3	2	3	0	5	2	16
Population of Catchment Area			241,218	34,865	14,935	7,315	16,612	13,945	7,683	21,801	16,993	15,310	19,939	12,838	12,691	12,142	18,567	15,582	
Resident library users			16,336	2,410	669	656	1,303	643	279	1,637	1,267	1,625	882	625	874	550	1,193	959	764
% of population using libraries			6.8%	6.9%	4.5%	9.0%	7.8%	4.6%	3.6%	7.5%	7.5%	10.6%	4.4%	4.9%	6.9%	4.5%	6.4%	6.2%	

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(Source: BMBC 2018 and ONS 2017)

4.3.5   Disability by Library Used

Information in Table 14 illustrates that only a very small proportion (2.4%) of our disabled residents use the library service (including the Home Library Service) and whilst people with a life limiting disability account for 23.4% of the population of Barnsley, they only account for 8.4% of our library users. It should also be noted that 10.5% of our library users have yet to tell us if they have a disability.

Table 14: Comparison by disability

			Barnsley	Central	Cudworth	Darfield	Dodworth	Goldthorpe	Grimethorpe	Hoyland	Mapplewell & Staincross	Penistone	Priory	Roundhouse	Royston	Thurnscoe	Wombwell	Worsbrough	Home Library Service	Overdrive
Disability	Disabled	Population	56,438	7,585	3,464	1,876	3,425	3,653	1,998	5,014	3,615	2,598	4,710	3,289	3,078	3,583	4,194	4,356		
		Library Users	1,367	338	61	85	50	87	25	136	99	115	9	27	69	32	116	39	302	45
		% of Population	2.4%	4.5%	1.8%	4.5%	1.5%	2.4%	1.3%	2.7%	2.7%	4.4%	0.2%	0.8%	2.2%	0.9%	2.8%	0.9%		
	None	Population	184,780	27280	11471	5439	13187	10292	5685	16787	13378	12712	15229	9549	9613	8559	14373	11226		
		Library Users	12,756	4,531	572	686	705	781	178	1,521	1,267	1,450	102	312	878	377	1,070	496	17	410
		% of Population	6.9%	16.6%	5.0%	12.6%	5.3%	7.6%	3.1%	9.1%	9.5%	11.4%	0.7%	3.3%	9.1%	4.4%	7.4%	4.4%		
	Refused	Library Users	494	292	19	19	22	16	7	26	37	49	2	7	17	9	26	10	0	19
	Unknown	Library Users	1719	484	123	54	115	102	47	247	52	243	12	44	97	20	149	58	7	65
Population of Catchment Area			241,218	34,865	14,935	7,315	16,612	13,945	7,683	21,801	16,993	15,310	19,939	12,838	12,691	12,142	18,567	15,582		
Library users			16,336	5,645	775	844	892	986	257	1,930	1,455	1,857	125	390	1,061	438	1,361	603	326	539
% of population using libraries			6.8%	16.2%	5.2%	11.5%	5.4%	7.1%	3.3%	8.9%	8.6%	12.1%	0.6%	3.0%	8.4%	3.6%	7.3%	3.9%		

(Source: BMBC 2018 and ONS 2011)

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4.3.6 Disability by User Address and Catchment Area

Information in Table 15 illustrates that only a very small proportion (2.4%) of our disabled residents use the library service (including the Home Library and E-Library Service). Whilst people with a life limiting disability account for 23.4% of the population of Barnsley, they only account for 8.4% of our library users. It should also be noted that 10.5% of our library users have yet to tell us if they have a disability.

Table 15: Comparison by disability

			Barnsley	Central	Cudworth	Darfield	Dodworth	Goldthorpe	Grimethorpe	Hoyland	Mapplewell & Staincross	Penistone	Priory	Roundhouse	Royston	Thurnscoe	Wombwell	Worsbrough	Unknown
Disability	Disabled	Population	56,438	7,585	3,464	1,876	3,425	3,653	1,998	5,014	3,615	2,598	4,710	3,289	3,078	3,583	4,194	4,356	
		Users in Catchment	1,367	149	58	74	121	66	33	146	109	107	55	61	78	61	101	90	58
		% of Population	2.4%	2.0%	1.7%	3.9%	3.5%	1.8%	1.7%	2.9%	3.0%	4.1%	1.2%	1.9%	2.5%	1.7%	2.4%	2.1%	
	None	Population	184,780	27280	11471	5439	13187	10292	5685	16787	13378	12712	15229	9549	9613	8559	14373	11226	
		Users in Catchment	12,756	1,922	490	525	979	487	201	1,256	1,074	1,252	698	475	700	448	931	730	588
		% of Population	6.9%	7.0%	4.3%	9.7%	7.4%	4.7%	3.5%	7.5%	8.0%	9.8%	4.6%	5.0%	7.3%	5.2%	6.5%	6.5%	
	Refused		494	150	21	15	41	13	5	21	32	42	29	18	16	9	24	32	26
	Unknown		1719	189	100	42	162	77	40	214	52	224	100	71	80	32	137	107	92
Population of Catchment Area			241,218	34,865	14,935	7,315	16,612	13,945	7,683	21,801	16,993	15,310	19,939	12,838	12,691	12,142	18,567	15,582	
Resident library users			16,336	2,410	669	656	1,303	643	279	1,637	1,267	1,625	882	625	874	550	1,193	959	764
% of population using libraries			6.8%	6.9%	4.5%	9.0%	7.8%	4.6%	3.6%	7.5%	7.5%	10.6%	4.4%	4.9%	6.9%	4.5%	6.4%	6.2%	

(Source: BMBC 2018 and ONS 2011)

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4.3.7 Ethnicity by Library Used

The data in Table 16 illustrates that the majority of library users that have advised us of their ethnicity are White British. However, only 5.8% of the White British population in Barnsley use the library service (this does not take into account the 1,555 people who have not advised us of their ethnicity). The data also suggests that the other ethnic minorities (whilst much smaller in number) are more likely to use the library service.

Table 16: Comparison by ethnicity

			Barnsley	Central	Cudworth	Darfield	Dodworth	Goldthorpe	Grimethorpe	Hoyland	Mapplewell & Staincross	Penistone	Priory	Roundhouse	Royston	Thurnscoe	Wombwell	Worsbrough	Home Library Service	Overdrive
Ethnicity	White British	Population	231,713	31,975	14,509	7,084	16,069	13,529	7,379	21,196	16,447	14,874	19,275	12,307	12,409	11,864	17,878	14,918		
		Library Users	13,401	4,387	616	735	745	812	198	1,644	1,330	1,522	105	327	931	392	1,159	523	317	450
		% of Population	5.8%	13.7%	4.2%	10.4%	4.6%	6.0%	2.7%	7.8%	8.1%	10.2%	0.5%	2.7%	7.5%	3.3%	6.5%	3.5%		
	White Other	Population	4,331	1411	183	117	246	176	167	234	233	198	337	215	122	113	344	235		
		Library Users	401	227	11	33	8	25	11	18	13	20	0	11	8	11	32	7	2	2
		% of Population	9.3%	16.1%	6.0%	28.2%	3.3%	14.2%	6.6%	7.7%	5.6%	10.1%	0.0%	5.1%	6.6%	9.7%	9.3%	3.0%		
	Asian	Population	1,742	582	70	43	137	46	32	85	129	93	106	103	51	48	95	122		
		Library Users	176	103	4	4	8	10	2	4	13	11	0	2	9	3	18	2	0	1
		% of Population	10.1%	17.7%	5.7%	9.3%	5.8%	21.7%	6.3%	4.7%	10.1%	11.8%	0.0%	1.9%	17.6%	6.3%	18.9%	1.6%		
	Black	Population	1,282	424	59	23	28	57	34	83	34	25	102	103	23	22	83	182		
		Library Users	130	79	2	4	2	13	0	10	2	0	2	3	5	5	15	3	0	2
		% of Population	10.1%	18.6%	3.4%	17.4%	7.1%	22.8%	0.0%	12.0%	5.9%	0.0%	2.0%	2.9%	21.7%	22.7%	18.1%	1.6%		
	Mixed	Population	1,703	292	99	47	103	120	59	173	112	106	101	96	65	84	147	99		
		Library Users	89	33	2	4	3	10	0	9	8	21	2	1	6	1	1	2	0	4
		% of Population	5.2%	11.3%	2.0%	8.5%	2.9%	8.3%	0.0%	5.2%	7.1%	19.8%	2.0%	1.0%	9.2%	1.2%	0.7%	2.0%		
	Other	Population	445	180	13	1	30	17	13	30	38	13	18	14	21	10	20	27		
		Library Users	90	68	2	3	2	1	0	1	4	2	1	0	6	2	5	2	0	0
		% of Population	20.2%	37.8%	15.4%	300.0%	6.7%	5.9%	0.0%	3.3%	10.5%	15.4%	5.6%	0.0%	28.6%	20.0%	25.0%	7.4%		
	Refused	Library Users	494	284	20	16	18	22	8	29	32	54	3	9	16	8	22	10	0	19
	Unknown	Library Users	1555	464	118	45	106	93	38	215	53	227	12	37	80	16	109	54	7	61
Population of Catchment Area			241,218	34,865	14,935	7,315	16,612	13,945	7,683	21,801	16,993	15,310	19,939	12,838	12,691	12,142	18,567	15,582		
Library users			16,336	5,645	775	844	892	986	257	1,930	1,455	1,857	125	390	1,061	438	1,361	603	326	539
% of population using libraries			6.8%	16.2%	5.2%	11.5%	5.4%	7.1%	3.3%	8.9%	8.6%	12.1%	0.6%	3.0%	8.4%	3.6%	7.3%	3.9%		

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(Source: BMBC 2018 and ONS 2011)

4.3.8   Ethnicity by User Address and Catchment Area

The data in Table 17 illustrates that the majority of library users that have advised us of their ethnicity are White British. However, only 5.8% of the White British population in Barnsley use the library service (this does not take into account the 1,555 people who have not advised us of their ethnicity). The data also suggests that the other ethnic minorities (whilst much smaller in number) are more likely to use the library service.

Table 17: Comparison by ethnicity

			Barnsley	Central	Cudworth	Darfield	Dodworth	Goldthorpe	Grimethorpe	Hoyland	Mapplewell & Staincross	Penistone	Priory	Roundhouse	Royston	Thurnscoe	Wombwell	Worsbrough	Unknown
Ethnicity	White British	Population	231,713	31,975	14,509	7,084	16,069	13,529	7,379	21,196	16,447	14,874	19,275	12,307	12,409	11,864	17,878	14,918	
		Users in Catchment	13,401	1,781	522	569	1,086	515	224	1,387	1,141	1,322	699	500	771	485	1,014	765	620
		% of Population	5.8%	5.6%	3.6%	8.0%	6.8%	3.8%	3.0%	6.5%	6.9%	8.9%	3.6%	4.1%	6.2%	4.1%	5.7%	5.1%	
	White Other	Population	4,331	1411	183	117	246	176	167	234	233	198	337	215	122	113	344	235	
		Users in Catchment	401	138	10	27	11	17	14	18	13	17	24	20	4	13	32	32	11
		% of Population	9.3%	9.8%	5.5%	23.1%	4.5%	9.7%	8.4%	7.7%	5.6%	8.6%	7.1%	9.3%	3.3%	11.5%	9.3%	13.6%	
	Asian	Population	1,742	582	70	43	137	46	32	85	129	93	106	103	51	48	95	122	
		Users in Catchment	176	71	4	3	13	6	1	4	13	10	5	5	4	5	14	5	13
		% of Population	10.1%	12.2%	5.7%	7.0%	9.5%	13.0%	3.1%	4.7%	10.1%	10.8%	4.7%	4.9%	7.8%	10.4%	14.7%	4.1%	
	Black	Population	1,282	424	59	23	28	57	34	83	34	25	102	103	23	22	83	182	
		Users in Catchment	130	29	7	4	2	9	0	7	2	0	18	8	6	4	10	17	7
		% of Population	10.1%	6.8%	11.9%	17.4%	7.1%	15.8%	0.0%	8.4%	5.9%	0.0%	17.6%	7.8%	26.1%	18.2%	12.0%	9.3%	
	Mixed	Population	1,703	292	99	47	103	120	59	173	112	106	101	96	65	84	147	99	
		Users in Catchment	89	16	3	4	3	8	0	9	7	19	3	2	4	2	0	3	6
		% of Population	5.2%	5.5%	3.0%	8.5%	2.9%	6.7%	0.0%	5.2%	6.3%	17.9%	3.0%	2.1%	6.2%	2.4%	0.0%	3.0%	
	Other	Population	445	180	13	1	30	17	13	30	38	13	18	14	21	10	20	27	
		Users in Catchment	90	51	2	1	4	0	0	2	3	3	7	2	3	2	5	4	1
		% of Population	20.2%	28.3%	15.4%	100.0%	13.3%	0.0%	0.0%	6.7%	7.9%	23.1%	38.9%	14.3%	14.3%	20.0%	25.0%	14.8%	
	Refused		494	142	23	12	31	15	5	24	32	44	33	21	15	11	20	34	32
	Unknown		1555	182	98	36	153	73	35	186	56	210	93	67	67	28	98	99	74
Population of Catchment Area			241,218	34,865	14,935	7,315	16,612	13,945	7,683	21,801	16,993	15,310	19,939	12,838	12,691	12,142	18,567	15,582	
Resident library users			16,336	2,410	669	656	1,303	643	279	1,637	1,267	1,625	882	625	874	550	1,193	959	764
% of population using libraries			6.8%	6.9%	4.5%	9.0%	7.8%	4.6%	3.6%	7.5%	7.5%	10.6%	4.4%	4.9%	6.9%	4.5%	6.4%	6.2%	

(Source: BMBC 2018 and ONS 2011)

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4.3.9   Library Event Visitor Numbers

The data in Table 18 below shows the number of events held at each library in 2017 and the associated number of attendees.

Table 18: Library event visitor numbers

	Events	Children attending	Adults attending	Total
Central	702	3,586	5,526	9,112
Cudworth	51	142	183	325
Darfield	286	846	2,566	3,412
Dodworth	572	1,047	3,809	4,856
Goldthorpe	489	1,632	5,041	6,673
Grimethorpe	45	189	169	358
Hoyland	573	1,030	3,913	4,943
Mapplewell	513	1,21	2,139	3,960
Penistone	33	196	531	727
Priory	0	0	0	0
Royston	635	1,098	2,839	3,937
Roundhouse	8	38	35	73
Thurnscoe	280	359	1,020	1,379
Wombwell	787	1,548	6,246	7,794
Worsbrough	582	2,698	2,470	5,168

(Source: BMBC, 2018)

4.4   Customer Insight

Mosaic is a Customer Insight tool which uses socio-demographic segmentation to classify all households and postcodes to comprehensively describe their social, economic and cultural behaviour. Segmentation is the classification of the population in different groups; it is an approach for providing services based on an understanding of local populations and neighbourhood context.

The groups and brief descriptions are:

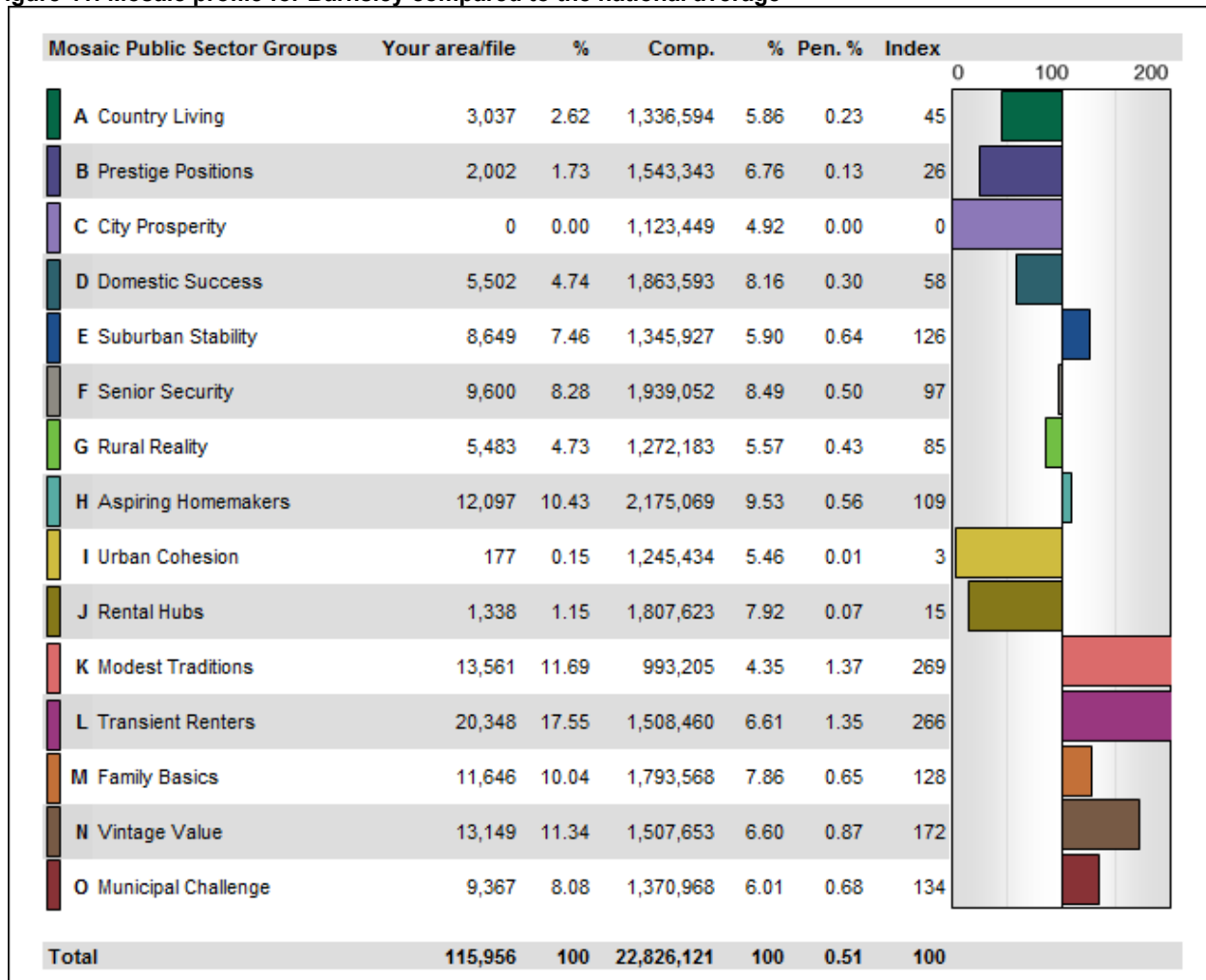| MOSAIC Group		One-Line Description
A	Country Living	Well-off owners in rural locations enjoying the benefits of country life
B	Prestige Positions	Established families in large detached homes living upmarket lifestyles
C	City Prosperity	High status city dwellers living in central locations and pursuing careers with high rewards
D	Domestic Success	Thriving families who are busy bringing up children and following careers
E	Suburban Stability	Mature suburban owners living settled lives in mid-range housing
F	Senior Security	Elderly people with assets who are enjoying a comfortable retirement
G	Rural Reality	Householders living in inexpensive homes in village communities
H	Aspiring Homemakers	Younger households settling down in housing priced within their means
I	Urban Cohesion	Residents of settled urban communities with a strong sense of identity
J	Rental Hubs	Educated young people privately renting in urban neighbourhoods
K	Modest Traditions	Mature homeowners of value homes enjoying stable lifestyles
L	Transient Renters	Single people privately renting low cost homes for the short term
M	Family Basics	Families with limited resources who have to budget to make ends meet
N	Vintage Value	Elderly people reliant on support to meet financial or practical needs
O	Municipal Challenge	Urban renters of social housing facing an array of challenges

(Source: Experian 2017)

This section highlights that even within the trends shown for the deprivation levels for the population of the catchment areas (see deprivation section 2.3), the active library users are not representative. Both the more deprived and the least deprived are over represented.

4.4.1   MOSAIC

Figure 41 overleaf shows how each Mosaic Group is represented in Barnsley compared to the national average. Bars to the right of the central line illustrate a higher proportion of households than nationally and conversely a lower proportion to the left. The proportion of Barnsley households in groups K (Modest Traditions) and L (Transient Renter) is over double that seen nationally. However, there are a significantly lower proportion of households in Barnsley in groups I (Urban Cohesion) and J (Rental Hubs), and no households in group C (City Prosperity).

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Figure 41: Mosaic profile for Barnsley compared to the national average

Mosaic Public Sector Groups	Your area/file	%	Comp.	%	Pen. %	Index
A Country Living	3,037	2.62	1,336,594	5.86	0.23	45
B Prestige Positions	2,002	1.73	1,543,343	6.76	0.13	26
C City Prosperity	0	0.00	1,123,449	4.92	0.00	0
D Domestic Success	5,502	4.74	1,863,593	8.16	0.30	58
E Suburban Stability	8,649	7.46	1,345,927	5.90	0.64	126
F Senior Security	9,600	8.28	1,939,052	8.49	0.50	97
G Rural Reality	5,483	4.73	1,272,183	5.57	0.43	85
H Aspiring Homemakers	12,097	10.43	2,175,069	9.53	0.56	109
I Urban Cohesion	177	0.15	1,245,434	5.46	0.01	3
J Rental Hubs	1,338	1.15	1,807,623	7.92	0.07	15
K Modest Traditions	13,561	11.69	993,205	4.35	1.37	269
L Transient Renters	20,348	17.55	1,508,460	6.61	1.35	266
M Family Basics	11,646	10.04	1,793,568	7.86	0.65	128
N Vintage Value	13,149	11.34	1,507,653	6.60	0.87	172
O Municipal Challenge	9,367	8.08	1,370,968	6.01	0.68	134
Total	115,956	100	22,826,121	100	0.51	100

(Source: Experian 2017)

Of the approximate 116,000 households in Barnsley for whom we have insight data the largest Mosaic Groups by number of households are:

- Group L (Transient Renters) (17.5%) - These are likely to be: Private renters, Low length of residence, Low cost housing, Singles and sharers, Older terraces, Few landline telephones
- Group K (Modest Traditions) (11.7%) - These are likely to be: Mature age, Homeowners, Affordable housing, Kids are grown up, Suburban locations, Modest income
- Group N (Vintage Value) (11.3%) - These are likely to be: Elderly, Living alone, Low income, Small houses and flats, Need support, Low technology usage
- and Group M (Family Basics) (10.4%) - These are likely to be: Families with children, Aged 25 to 40, Limited resources, Some own low cost homes, Some rent from social landlords, Squeezed budgets

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5   Public Library User Feedback

In February 2017 Barnsley Metropolitan Borough Council commissioned a multi-channel feedback tool to gather customer's thoughts and opinions at the point of contact. In July 2017 a unique survey was created for the Library Service to continuously gather library users' feedback and measure satisfaction with the library service.

Since July 2017 the survey has been completed over 2,500 times across all the libraries. Over 50% of respondents stated that they had been provided with support from library staff. A total of 84% would recommend the service and 89.8% were satisfied with the visit. Those who completed the survey had used the library service for the following:

- Borrow books 39.7%
- IT/Training event 1.2%
- Read newspapers/journal 2.8%
- Book Appointment 7.8%
- Book/attend event 4.8%
- Use computer/get online 21.1%
- Other 22.7%

The survey will continue indefinitely, with individual branches using the feedback from library users to improve the services they offer.

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6   Public Library User Surveys

Two library user surveys have been carried out within Barnsley; one for children (aged under 16) and one for adults (aged 16 and over). More detailed information can be found in the Library Survey section at Appendix B.

6.1   Children (2014)

In total 490 people aged 15 and under completed the survey when they visited a Barnsley library with their guardians. The survey is split into 3 questionnaires targeted at three distinct age groups: pre-school to Key Stage 1 (aged 0 to 7), Key Stage 2 (aged 7 to 11), and Key Stage 3 to 4 (aged 11 to 15).

Demographics of respondents:

- 57% of respondents were female
- 63% were pre-school to KS1, 27% were KS2 and 10% were KS3 to KS4
- 94% were White, 3% were of Mixed Ethnicity, 1% were Asian, 1% were Black and 1% were Other

6.1.1   Summary Results

Although there was some variation at the individual library level, at the borough level the libraries scored 8 out of 10 or more for every question across all age groups, showing a high level of satisfaction. A breakdown of the individual questions can be found in the Library Survey section at Appendix B.

The average score for all respondents for overall satisfaction with the library visited was 8.9 points out of 10. This varied by age group, with the pre-school to key stage 1 group scoring 9.0 points, KS2 scoring 9.3 points and KS3 to KS4 scoring 8.5 points.

The majority of the survey questions were different for each of the age groups, which means that comparisons across the age groups are limited to a few questions. These were:

- The KS2 group scored the library staff 9.7 out of 10 for helpfulness which is in line with the score the staff received from the pre-school to KS1 age group of 9.6
- The KS2 group scored the library 9.4 out of 10 for being a safe place, which again is in line with the score from the pre-school to KS1 age group of 9.5
- The KS3-4 group were asked "this term, have you borrowed a book from this library to read for pleasure?" of which 72% said yes. This is lower than the percentage of KS2 respondents that said Yes to this question (86%)

The pre-school to KS1 group were asked what activities the child likes to do at the library. The most popular activity (88%) was choosing books, followed by reading or to be read to (68%) and reading activities (60%). 47% enjoyed story time, 33% rhyme time, 33% family events and 18% playing on the computer .

The pre-school to KS1 group were asked 4 questions around how welcoming, how friendly and how helpful the library was. The lowest average scores were for facilities for baby changing and storage for prams/buggies (8.1 out of 10). The highest average score was for helpfulness of the library staff (9.6 out of 10).

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The KS2 group were asked "**How much do you think that your library has helped you with**?"

- 98% felt the library had helped them a little or a lot to enjoy reading and to get better at reading
- 95% felt the library had helped them a little or a lot to find things out for themselves
- 84% felt the library had helped them a little or a lot to complete projects/do homework
- 73% felt the library had helped them a little or a lot with their writing
- 70% felt the library had helped them a little or a lot with using computers
- 60% felt the library had helped them a little or a lot with Maths

The KS2 group were also asked questions around resource availability, opening hours and activities; the average score for the libraries was 8.8 or above for all of the questions.

Within the KS3 to 4 group, children were asked if they had used the library facilities to help with school work: 15% said they had asked the library staff for help, 34% said they had used library books and 24% said they had used the library computers. Although these numbers are relatively low, those that had used the library to help with school work scored the library highly for usefulness/helpfulness (8.4 out of 10 or above).

The final question for KS3 to 4 group was around future activities "**Whether you do these activities now or not, which would you like to do in the future?**" the most popular choices were book events/author visits (68%) and film clubs (68%). The least popular (although 1 in 3 still said they would be interested) was reading groups (34%).

6.2   Adults (2015)

In total 2,106 people aged 16 and over completed the adult survey when they visited a Barnsley library.

Demographics of respondents:

- 62% of respondents were female
- 8% were aged 17 to 25, 61% were aged 25 to 64 and 31% were aged 65 and over
- 97% were heterosexual
- 64% were not in employment (37% retired, 15% unemployed, 5% looking after home or family, 4% long-term sick or disabled, 3% student)
- 28% were not religious, 67% were Christian, 1% were Muslim and 1% were Buddhist
- 59% were married, cohabiting or in a civil partnership
- 15% of respondents reported mobility issues.
- Other health issues stated were: 9% hearing, 9% mental health, 5% dexterity, 3% eyesight, 3% learning disability and 3% other disability

6.2.1   Summary Results

- 46% of people visiting the library came via private transport such as a car, 38% came on foot and 15% travelled by public transport
- 33% of people visiting the library came to find something out, of which 84% succeeded, 14% succeeded in part and 2% did not succeed
- 50% of respondents came to the library intending to borrow books. Of those intending to borrow books, 89% did borrow books

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There were a number of questions around computer facilities:

- 84% of people thought the computer facilities in the library they visited were very good or good, 13% felt they were adequate, and 2% felt they were poor
- 37% of respondents intended to use a library computer on their visit to the library, of which 95% did use a computer
- 6% of respondents used their own computer when they visited the library

The adults were asked "**What do you think of this library?**"

- 94% of respondents thought that the opening hours for the library were very good or good, 5% felt they were adequate and 1% felt they were poor
- 71% of the respondents thought that the attractiveness of the outside of the library was very good or good, 23% felt it was adequate and 7% thought it was poor or very poor
- 90% of respondents felt that the attractiveness of the inside of the library was very good or good, 9% adequate and 1% poor
- 97% of respondents thought that the standard of customer care was very good or good, 2% thought it was adequate and less than 1% thought it was poor.

7   Other Reviews and Service Changes

There have been a number of reviews of other community services in the past few years.

Children's Centres for those aged 0 to 5 have been remodelled into Family Centres offering services for those aged 0 to 19 years. As part of this review, the decision was taken to close the centres at Dodworth and Blacker Hill (near Hoyland).

See Appendix D for the current assets by Area Council.

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8 Branch Overviews

Overviews of each library based on Active User performance data are available via the Libraries section of the Barnsley Council Website.

As with most library services across the UK, Barnsley libraries are showing a gradual decline in issues and active borrowers in recent years. However they are maintaining a high level of visits as people use the library service for other purposes. ICT usage has increased and usage of the eBook and eAudio services is on the increase, although they are currently below the national average. It is anticipated that rates will rise or exceed the national average, due to the increase in digital issues.

As expected, the Central Library has the largest and most varied user base attracting borrowers from across (and outside) the borough. This library maintains high levels of usage following the move to Wellington House, however, indicators are showing that borrowing is starting to decline.

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9 Findings

In creating this Needs Assessment to ensure that we create a more modern, dynamic and adaptable Library Service that better meets the needs of the community, various information has been taken into account. This includes national guidance, examples of needs assessments and reviews from other authorities, the public inquiry[21] into Wirral Metropolitan Borough Council's (MBC) Library Service and the letter in response to a local inquiry into library provision in Lancashire[22] in April 2017. The requirements of the Public Libraries and Museums Act 1964[23] detail that all authorities have a statutory responsibility to *"provide a comprehensive and efficient library service for all persons".* Local authorities have a duty to allow free access for all who wish to use it, but their obligation to lend extends only to those who live, work or study full-time in their area.

It is essential that Barnsley Council must consider the performance, financial and the demographic needs of the area to ensure that we understand demands both now and in the future.

9.1 Demographics

The resident population within Barnsley continues to rise, and grow older. With those aged 65 and over showing the largest increases. New housing developments will increase the number of residents and potential customers within the Penistone, Hoyland and Urban Barnsley library catchments.

In recent years we have seen increased migration levels particularly from Romania and Poland, as a result of this demands for books in other languages has increased. Additionally a new, independent Polish library has opened within the town centre. User data shows there has been an increase in demand from these people to use computers and access the internet.

> *Libraries also provide a valuable introduction into a community for newcomers, through assistance with specific needs (such as language training and citizenship support for recent immigrants where required) and, more generally, by using their knowledge to marshal a wealth of information on the local area, services and community. … Libraries are recognised for leading and supporting activities that help to build understanding between different generations and cultures within the local community.*

(Source: Libraries Deliver Report by the Libraries Task Force, 2018)

9.2 Education

Educational achievement across Barnsley is improving particular for those aged under 11 years, but a large number of residents either have no qualifications or poor levels of achievement and recent literacy figures show that levels need to improve across much of the borough.

> *Libraries reach and support the whole community regardless of age, gender, socioeconomic status or educational attainment. … The Warwick Commission[24] in 2015 highlighted the need to guarantee equal access for*

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[21]

http://webarchive.nationalarchives.gov.uk/20100407120701/http://www.culture.gov.uk/reference_library/publications/6485.aspx

[22] https://www.gov.uk/government/publications/letter-from-minister-for-civil-society-rob-wilson-stating-a-minded-to-decision-on-public-library-provision-in-lancashire

[23] http://www.legislation.gov.uk/ukpga/1964/75

[24] https://warwick.ac.uk/research/warwickcommission/futureculture

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everyone to a rich cultural education and the opportunity to live a creative life, in the interest of business and wider society. … Reading and literacy are two of the most fundamental skills in life … libraries are a catalyst for improved reading and literacy skills.

(Source: Libraries Deliver Report by the Libraries Task Force, 2018)

9.3   Deprivation

Barnsley residents have a high dependency on state benefits or receive low pay therefore experience poverty and unable to pay for luxuries including the purchases of books, newspapers and access to the internet. The Indices of Multiple Deprivation ranked Barnsley as 39th most deprived out of 354 local authorities. At ward level, deprivation levels across the borough vary.

As 35.8% of people living in the most disadvantaged areas visit their library, libraries can play a big role helping everyone with opportunities they might not otherwise have access to. … We want to see active membership growing for both children and adults, particularly in areas of deprivation.

(Source: Libraries Deliver Report by the Libraries Task Force, 2018 referencing research by the Taking Part survey (more info in Section 4.1 National Picture above))

9.4   Internet Access

Demands to use the internet and the use of digital technology is growing nationally and locally within Barnsley and will increase further in the years to come particularly amongst those seeking employment, completing forms and applications or even for social purposes. Barnsley residents have a high level of digital exclusion, which means that many people still need support to do such tasks and lack training or the finances to access digital technology.

Public libraries provide a trusted network of accessible locations with free Wi-Fi, computers, and other technology. As the world becomes more digital, access to technology and the ability to operate confidently and safely online are ever more important. A 2014 BT report estimated the value of digital inclusion to a new user at around £1,064 a year; and in 2015, around 11% of the UK population still lacked household internet access. Digital gives people the opportunity to access services more easily, to learn, and to interact with others. Digital skills also boost their employability, and the productivity and prosperity of the organisations they work for.

(Source: Libraries Deliver Report by the Libraries Task Force, 2018)

9.5   Health and Social Care

The residents of Barnsley suffer from a number of health problems and the demands for social care support are high across the borough. A high proportion of people provide un-paid care to friends and family.

Libraries offer a wide range of health information, both online and through quality-assured reading lists dealing with the more common health conditions. In their role as community hubs, libraries also offer non-clinical spaces in localities where health and wellbeing groups can work with the community in a trusted and non-threatening venue. This helps support

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people in self-care and in self-management of long-term conditions (LTCs). People with LTCs spend less than 1% of their time in contact with healthcare professionals and rely on community support to help them for the rest of the time.

(Source: Libraries Deliver Report by the Libraries Task Force (2018) making reference to advice from NHS England)

9.6   Transport

The number of residents with access to transport is growing however a proportion of Barnsley residents still require the use of public transport including bus or train. Currently all residents have only a short distance to travel to access a library and all libraries have good public transport links and access.

9.7   Active Users

In recent years we've seen more people visiting libraries, but less books being borrowed. There's more demand for digital and online services including internet access. Only 6.8% of the resident population are active borrowers of books and some of the libraries are poorly used. Experian Mosaic analysis shows more affluent residents are using library services than deprived residents.

9.8   Overall

The findings from this needs assessment show there is a demand for libraries across the borough to meet the needs of those who live work and study in Barnsley. However active user data shows low numbers of users which is at odds with the demand illustrated.

The Libraries Taskforce offers the following summary:

The existing public library estate shouldn't be preserved in aspic. Many public libraries were built decades ago. Since then, there may have been dramatic changes in population, transport, technology and patterns of use. The location or layout of some library buildings are no longer suitable for the things local councils and communities want their library services to do. But any decisions, including where and how it is provided, should be made based on robust evidence including a comprehensive assessment of local needs, and actively managed with the community and library professionals, rather than in being made an ad-hoc or reactive way.

Councils should explore opportunities to integrate and co-locate libraries with other government and partner services, particularly as part of the One Public Estate programme. This can help join up services for users, allow buildings to be opened for longer, and enable costs to be shared. Many libraries are already co-located with local colleges, job centres, post offices, Citizens Advice Bureaux, tourist information, health centres and many other services. They also provide access points for things like IT and language training, and government face to face services. Use of technology to extend access to library buildings outside staffed hours is also growing.

Some people can't visit libraries (for example due to a disability or because the opening hours don't fit their working pattern) or would prefer to use digital means. Councils should plan how to meet these needs through digital and outreach provision.

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Libraries are vital community hubs - bringing people together, and giving them access to the services and support they need to help them live better. Our ambition is for everyone to:

- *choose to use libraries, because they see clear benefits and positive outcomes from doing so*
- *understand what library services offer, and how they can make the most of what's available to them*
- *be introduced to new ideas and opportunities, then given confidence and quick and easy access to tools, skills and information they need to improve their quality of life*
- *receive trusted guidance through the evolving information landscape and build the skills needed to thrive in a changing world*

They also outline specific ambitions for communities, public services and other partners, and library services. To achieve these ambitions, library services contribute to 7 Outcomes that are critical to the individuals and communities in their areas:

- *cultural and creative enrichment*
- *increased reading and literacy*
- *improved digital access and literacy*
- *helping everyone achieve their full potential*
- *healthier and happier lives*
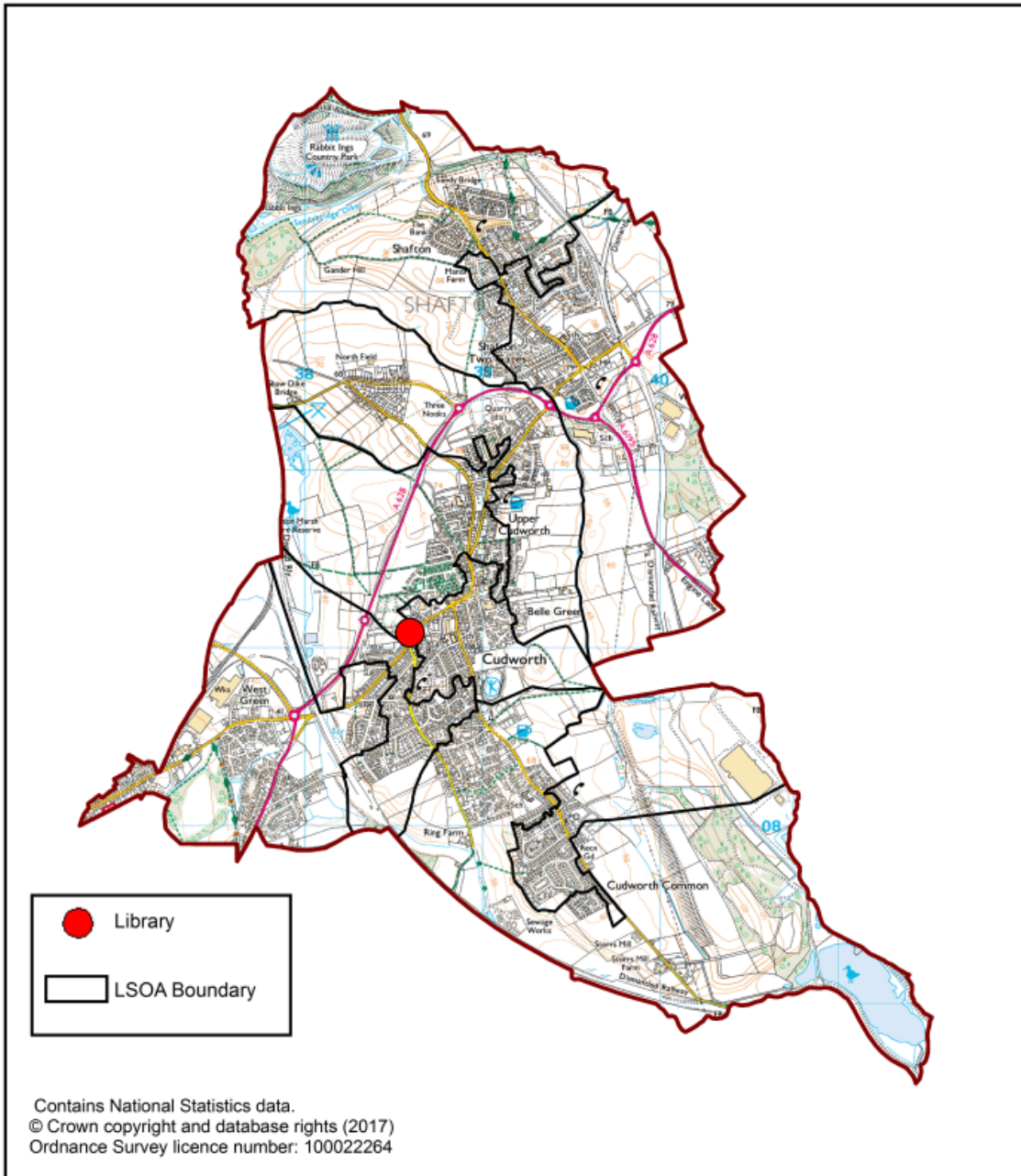- *greater prosperity*
- *stronger, more resilient communities*

(Source: Libraries Deliver Report by the Libraries Task Force, 2018)
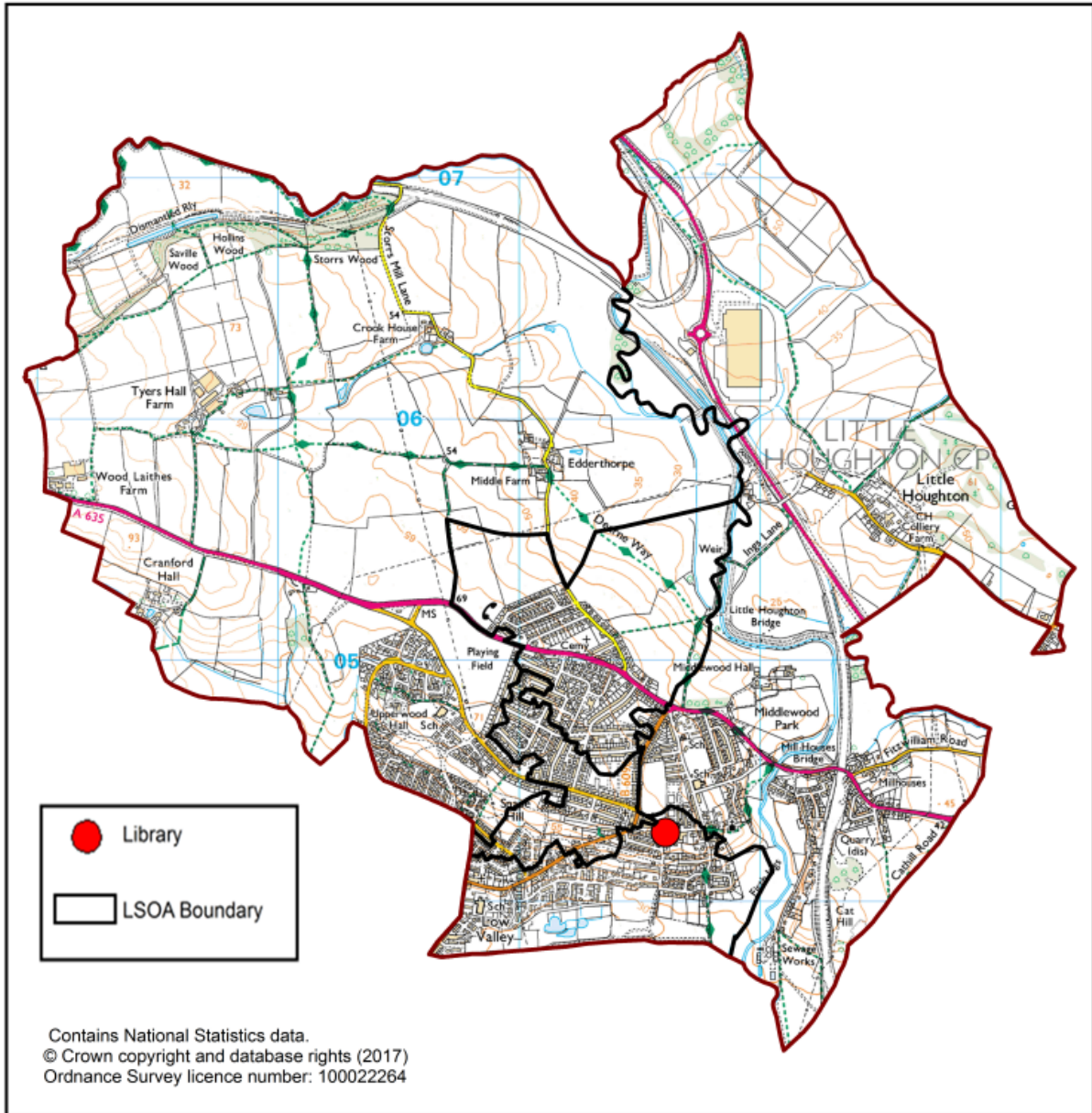
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10 Appendix A: Library Catchment Areas

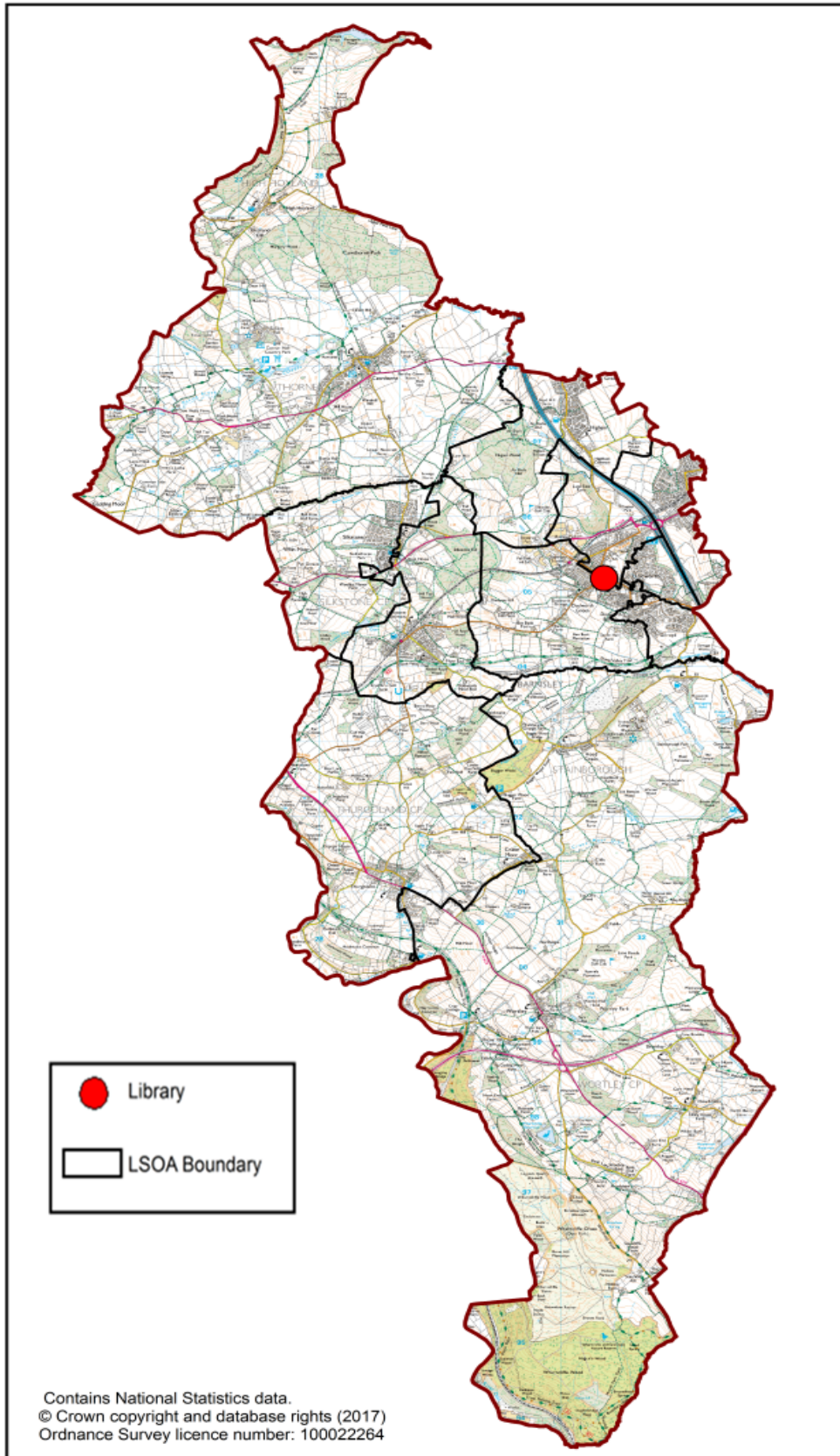## 10.1 Central

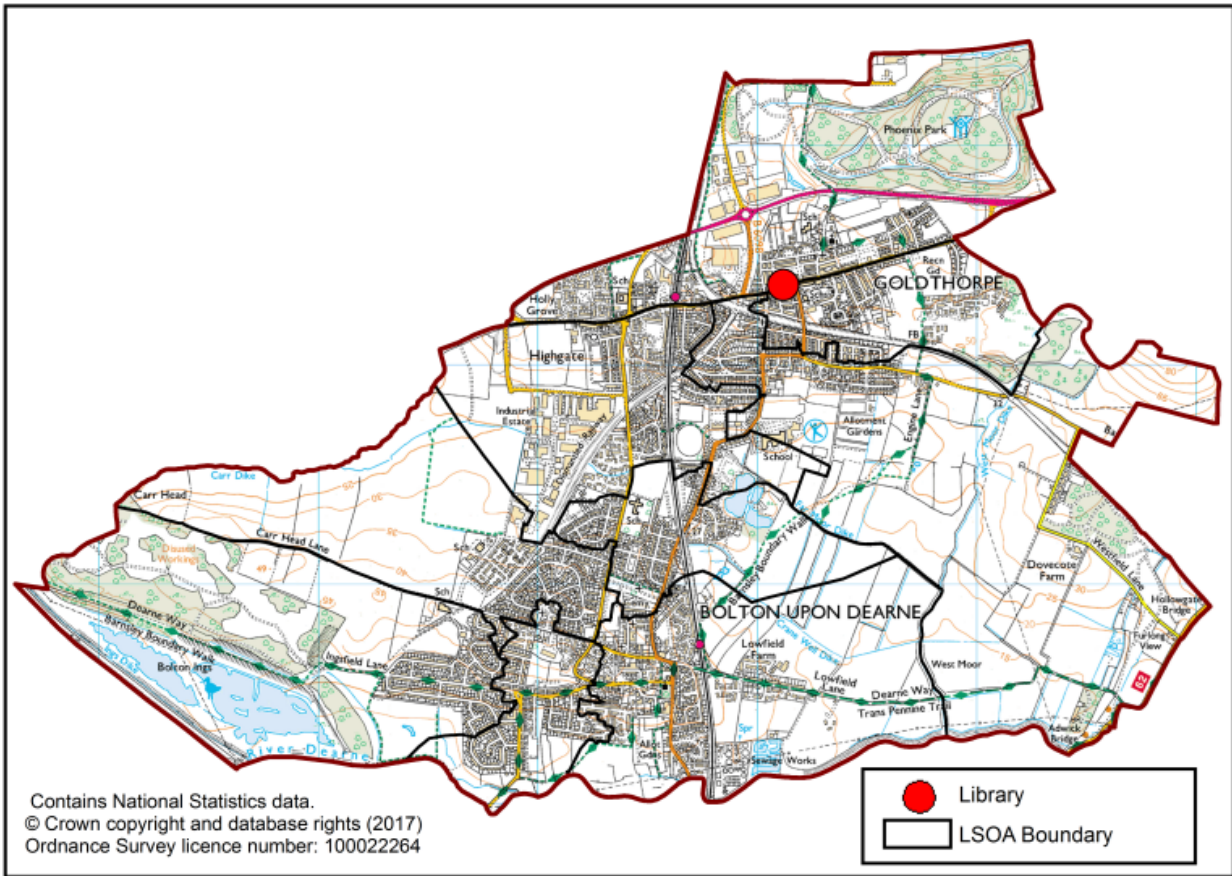Contains National Statistics data.
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10.2   Cudworth

Contains National Statistics data.
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Ordnance Survey licence number: 100022264

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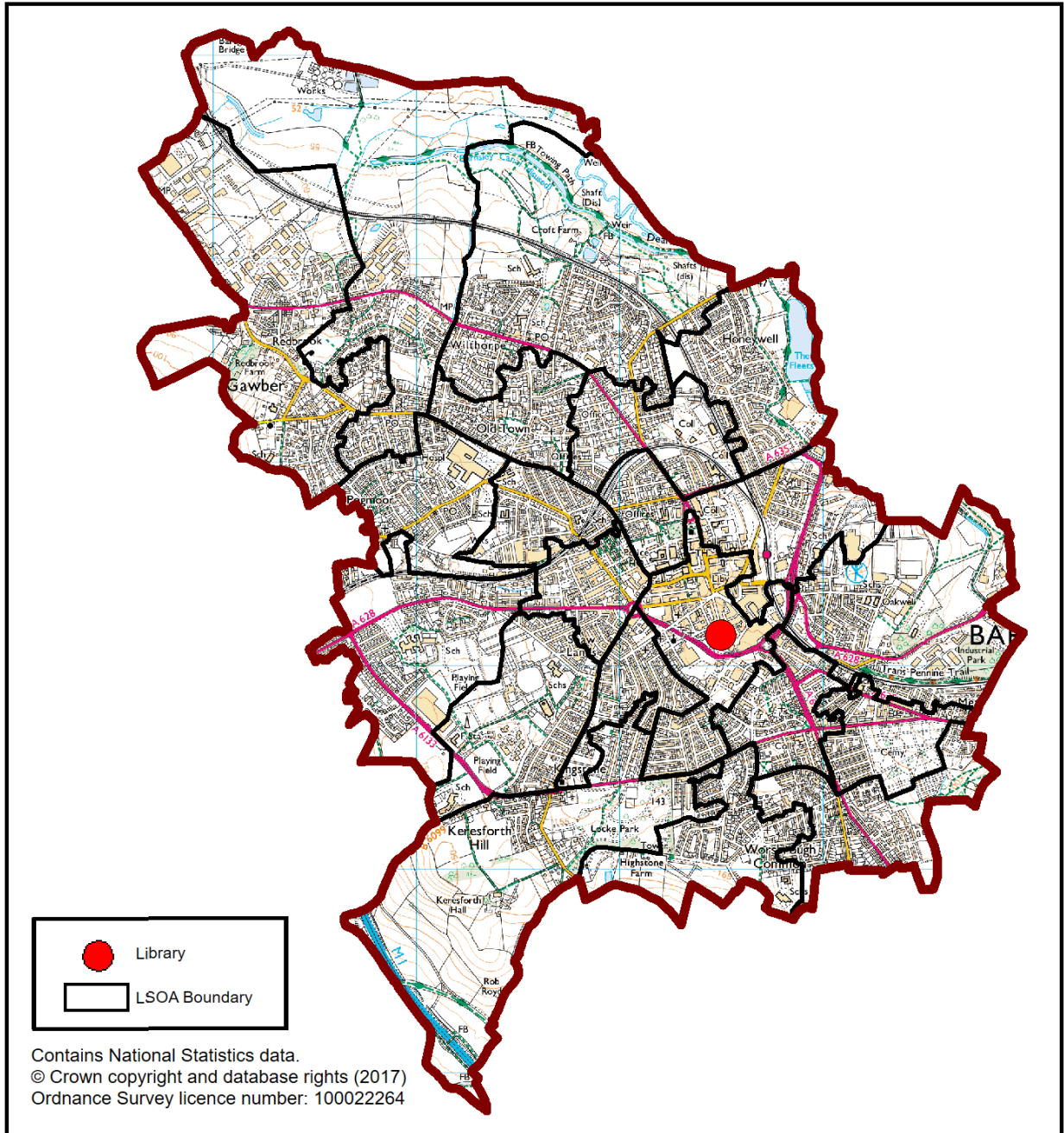
10.3 Darfield

10.4   Dodworth

Library

LSOA Boundary

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10.5   Goldthorpe

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10.6 Grimethorpe

10.7   Hoyland

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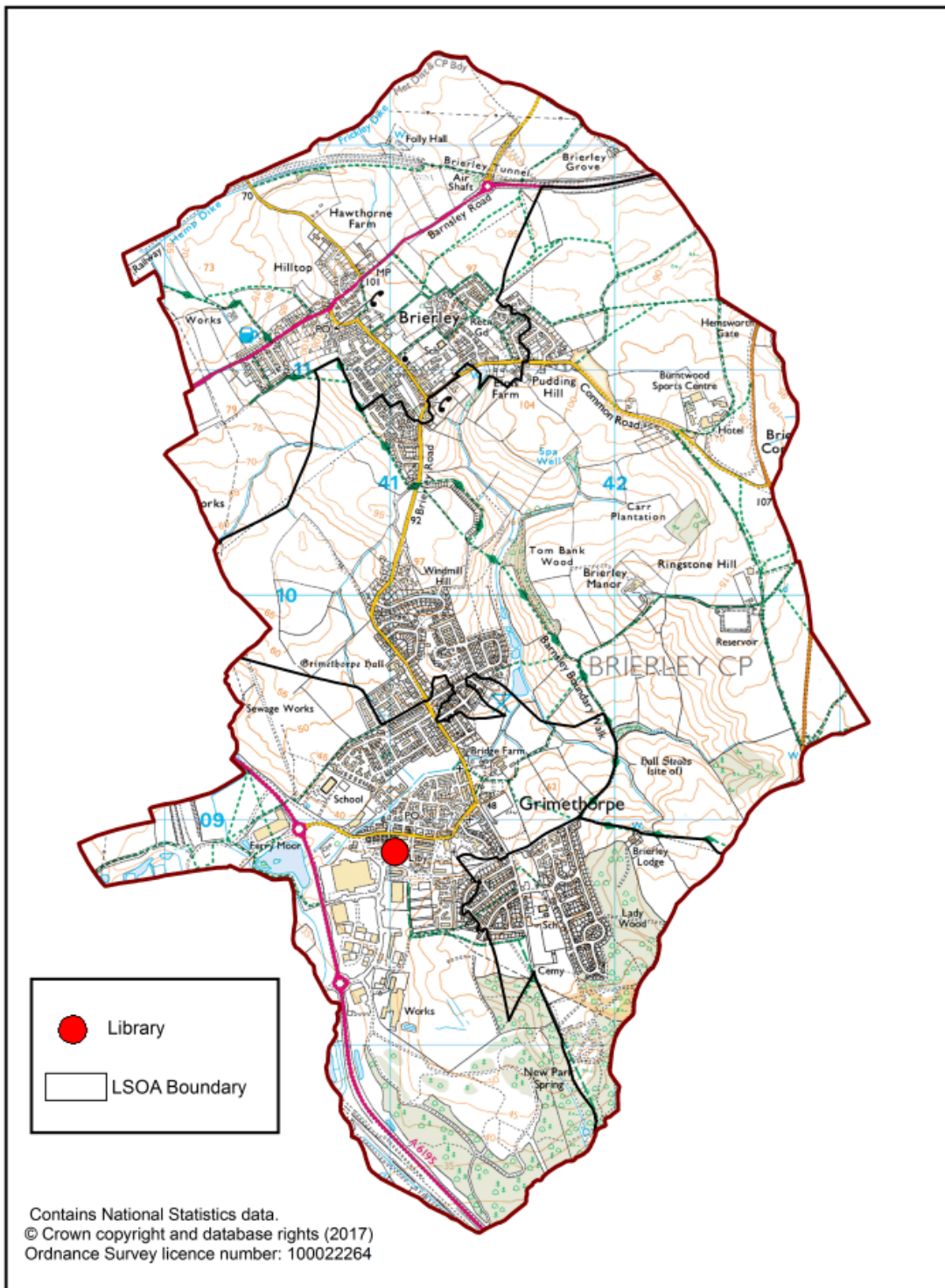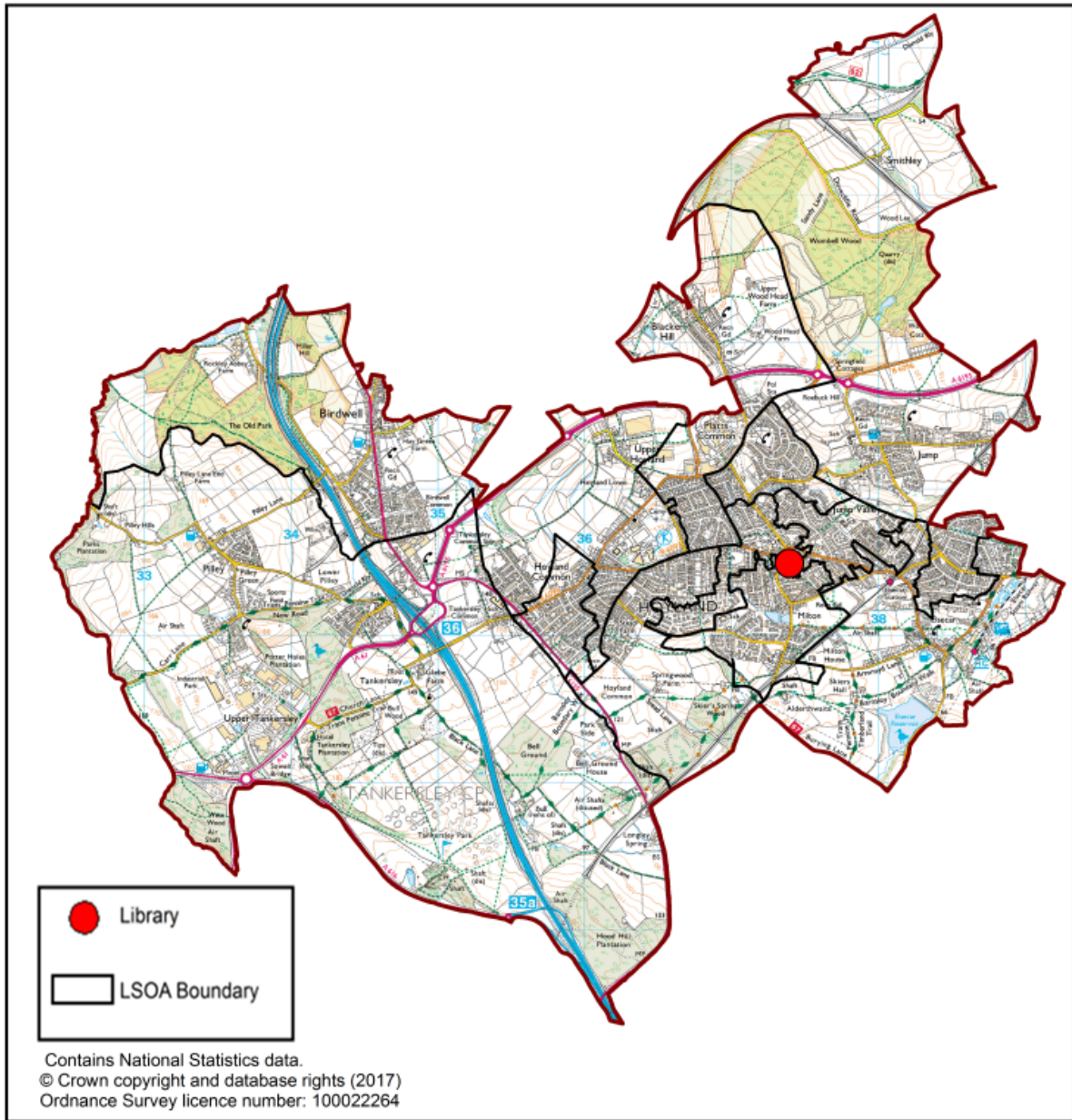
10.8   Mapplewell

10.9   Penistone

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10.10   Priory

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10.11 Roundhouse

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10.12 Royston

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10.13 Thurnscoe

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10.14 Wombwell

10.15 Worsbrough

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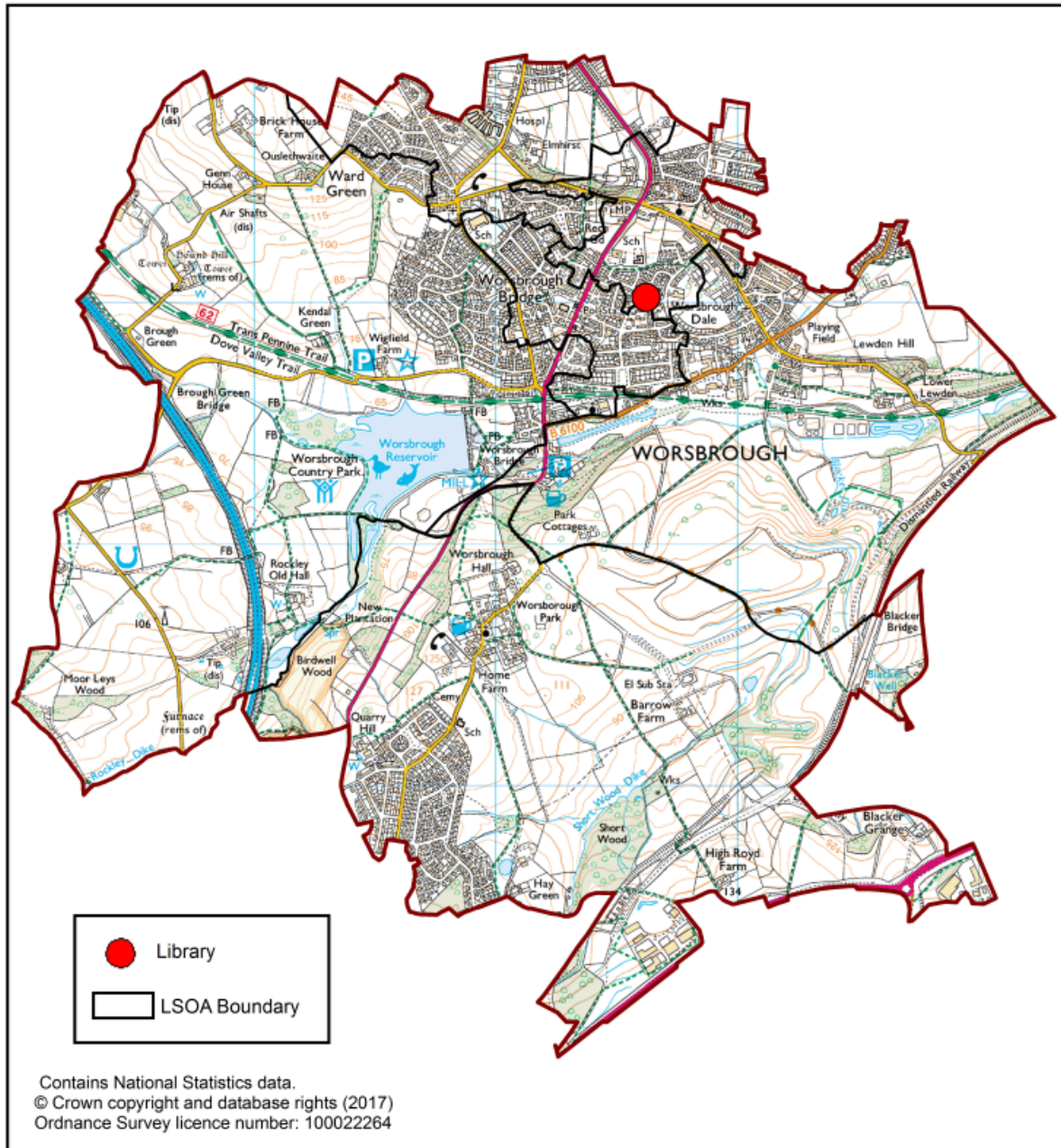
11   Appendix B: Library Survey

11.1   Methodology

The methodology and guidance for the Public Library Users Survey (PLUS) is managed nationally by the Chartered Institute of Public Finance and Accountancy (CIPFA). Local areas are able to modify some aspects of the survey to better understand the needs of their local area (while still allowing for national comparisons). The survey has been running since 1993.

The results of both surveys are available at library level but due to small sample sizes at some of the smaller libraries, the data has only been presented at borough level.

A weighting has been applied to the borough level data to ensure the survey results are representative. A weighting is applied to the data to take into account two factors: the differing size of each library and the difference in the sampling method used at each library (i.e. sample or census). This weighting is only intended to ensure that the results provided at the overall authority level are correctly balanced. The weighting makes no difference to the individual library results.

Table 19: Response rate and weighting for each library

Library	Visit count	Survey type [S = Sample C = Census]	Number issued	Number completed	Number refused	Response rate	Weighting
Weighted total	2,466	S	2,169	2,106	305	85%	
Central	778	S	392	371	15	91%	179%
Goldthorpe	190	C	155	149	16	87%	109%
Penistone	214	C	209	209	44	83%	87%
Wombwell	169	C	180	174	19	87%	83%
Hoyland	244	C	219	214	56	78%	97%
Darfield	135	C	220	211	36	82%	55%
Worsbrough	107	C	141	138	2	97%	66%
Cudworth	91	C	95	92	0	97%	84%
Royston	100	C	97	96	61	61%	89%
Mapplewell and Staincross	179	C	215	214	14	93%	71%
Dodworth	131	C	117	114	2	96%	98%
Roundhouse	39	C	30	29	6	81%	115%
Thurnscoe	67	C	71	71	25	74%	81%
Grimethorpe	22	C	28	24	9	65%	78%

The sampling methodology varied slightly between the adult and children's surveys. With the exception of the Central Library, all of the libraries asked everyone aged 16 and over to complete the survey. Due to the size of the Central Library samples of visitors aged 16 and over were asked to complete the survey. Surveying was carried out by asking a set number of visitors to complete the survey in a 2 hour period. The overall completion rate for the adult survey was 85%.

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Certain groups of people are more likely to complete the survey than others. This means that the results of the survey and the demographics information collected reflects the survey responders and not necessarily the population using the library.

11.2   Children

In total 490 people aged 15 and under completed the survey when they visited a Barnsley library with their guardians. The survey is split into 3 questionnaires targeted at three distinct age groups: pre-school to Key Stage 1 (aged 0 to 7), Key Stage 2 (aged 7 to 11), and Key Stage 3 to 4 (aged 11 to 15).

Demographics of respondents

- 57% of respondents were female
- 63% were pre-school to KS1, 27% were KS2 and 10% were KS3 to KS4
- 94% were White, 3% were of Mixed Ethnicity, 1% were Asian, 1% were Black and 1% were Other

Headline results

For overall satisfaction with the library they visited the average score for all respondents was 8.9 points out of 10. This varied by age group, with the pre-school to key stage 1 group scoring 9.0 points, KS2 scoring 9.3 points and KS3 to KS4 scoring 8.5 points.

Result of the Pre-school to KS1 group questionnaire

The pre-school to KS1 group were asked what activities the child likes to do at the library. The most popular activity (88%) was choosing books, followed by reading or to be read to (68%) and reading activities (60%). The least popular activity was playing on the computer (18%).

Figure 42: From the list of following activities please indicate which the child likes to do in the library
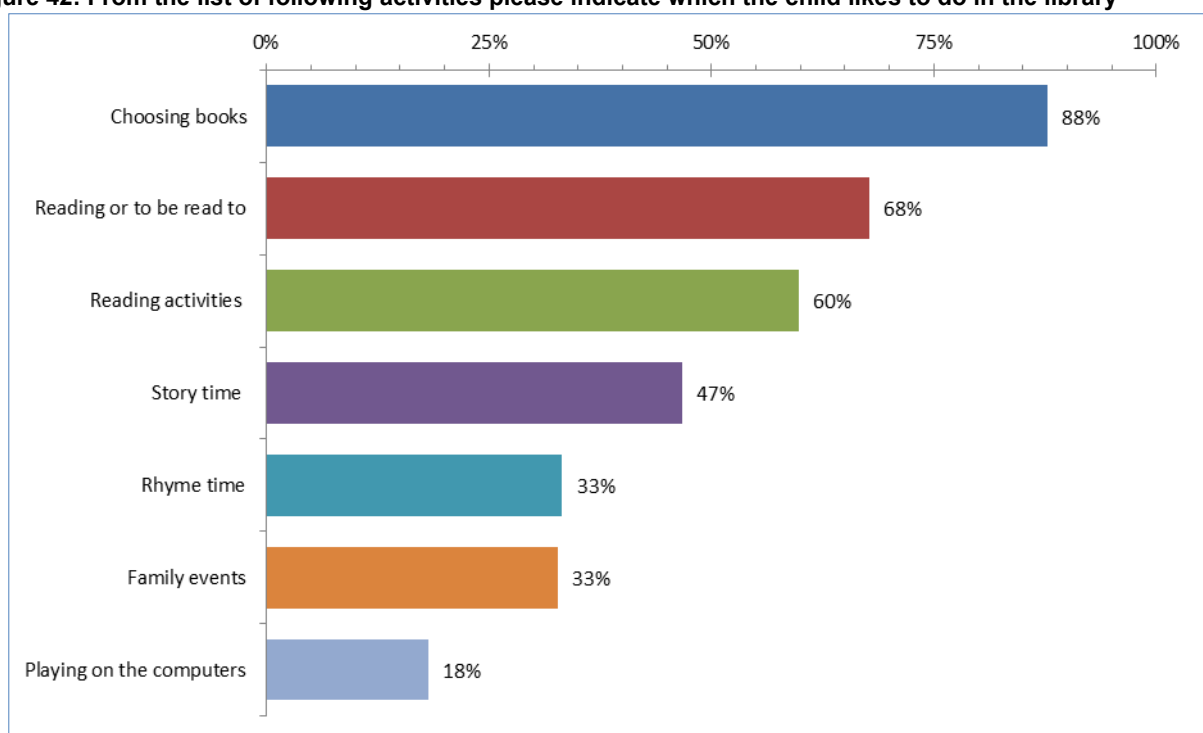
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This group was asked an additional 4 questions around how welcoming, friendly and helpful the library was. The questions were rated on a scale of 1 to 10 (where 10 is the best). The results are shown in Table 20.

Table 20: Questions and average scores for the pre-school to KS1 and KS2 groups

	Pre-school to KS1	KS2
How welcoming is the library for the child?		
The helpfulness of the library staff	9.6	9.7
The library being a safe place	9.4	9.5
Finding our way around the library	9.3	-
The accessibility of the library	9.3	-
The attractiveness of the library	8.9	-
How family friendly is the library?		
Convenience of opening times	9.0	-
Suitability of layout for families with young children	8.9	-
Facilities for baby changing	8.1	-
Storage for prams/buggies	8.1	-
How child friendly is the library?		
Choice of books for children of this age group	9.2	-
The children's area	9.2	-
Child friendly seating	9.0	-
Library displays	8.9	-
How much does the library help the child?		
Enjoying a wide choice of books	9.4	-
Learning to read	9.0	-
Speaking and listening	8.7	-
Being ready to go to school	8.3	-
Socialising with other children	8.3	-

At a Barnsley level the libraries scored well, with a score of 8 or more out of 10 on all questions. The lowest average scores were for facilities for baby changing and storage for prams/buggies. The highest average score was for helpfulness of the library staff.

Results of the KS2 group questionnaire

The KS2 group were also asked to score out of 10 the helpfulness of the library staff and the library being a safe place. This group scored the library staff 9.7 for helpfulness, which is in line with the score the staff received from the pre-school to KS1 group of 9.6. The group scored the library 9.5 out of 10 for being a safe place, which again is in line with the score from the pre-school to KS1 group of 9.4 (see Table 20).

The KS2 group were then asked 5 questions. The average score for the libraries was 8.8 or above for all of the questions (see Table 21).

Table 21: Questions and average scores for the KS2 group

	Average score
The library having the books I need	9.0
The library having the information I need	9.1
The library being open when I want to use it	9.0
Reading activities in the library	9.0
Other activities in the library	8.8

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The next question was "**How much do you think that your library has helped you with**………?"

- 98% felt the library had helped them a little or a lot to enjoy reading and to get better at reading
- 95% felt the library had helped them a little or a lot to find things out for themselves
- 84% felt the library had helped them a little or a lot to complete projects/do homework
- 73% felt the library had helped them a little or a lot with their writing
- 70% felt the library had helped them a little or a lot with using computers
- 60% felt the library had helped them a little or a lot with maths

**Figure 43: How much do you think that your library has helped you with ?**
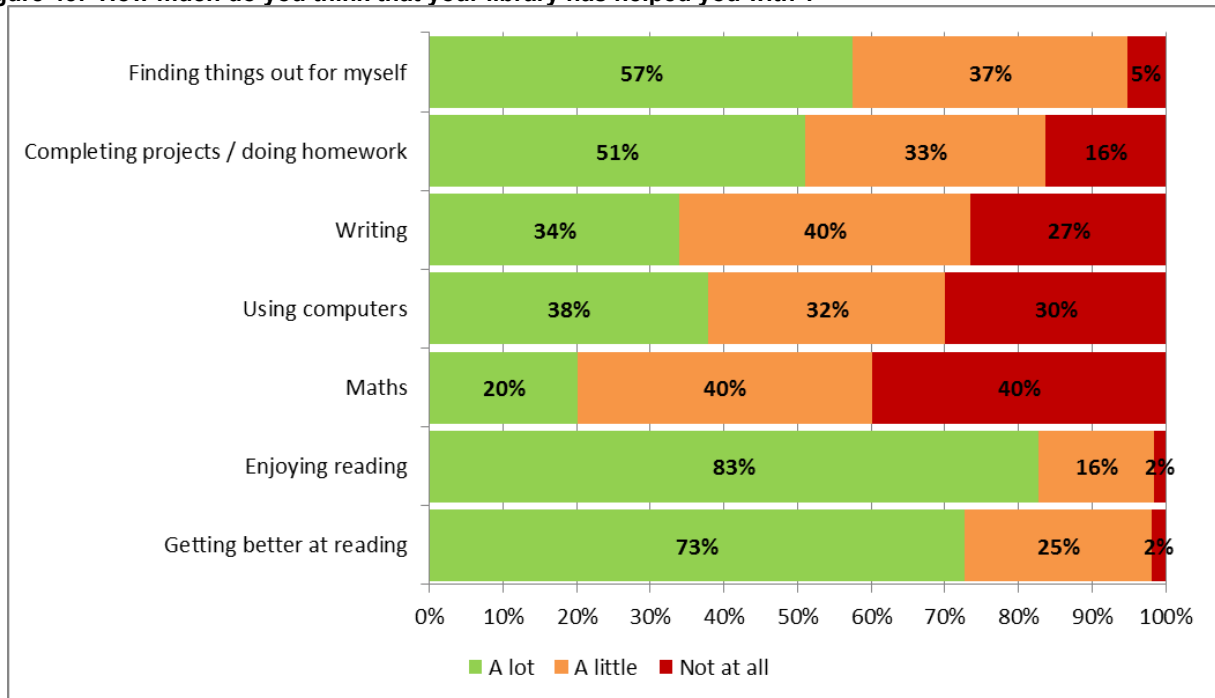
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The final question was "**This term, have you borrowed a book from this library to read for pleasure?**" of which 86% said yes.

Those that said yes were asked an additional question "**What exactly made you want to read it?**" The most common responses were that 'it looked interesting' (76%) and I' liked the front cover' (49%) The least common reasons were 'I am learning about the subject at school' (24%) and 'someone recommended the book' (21%).

Figure 44: KS2 group: what exactly made you want to read it?
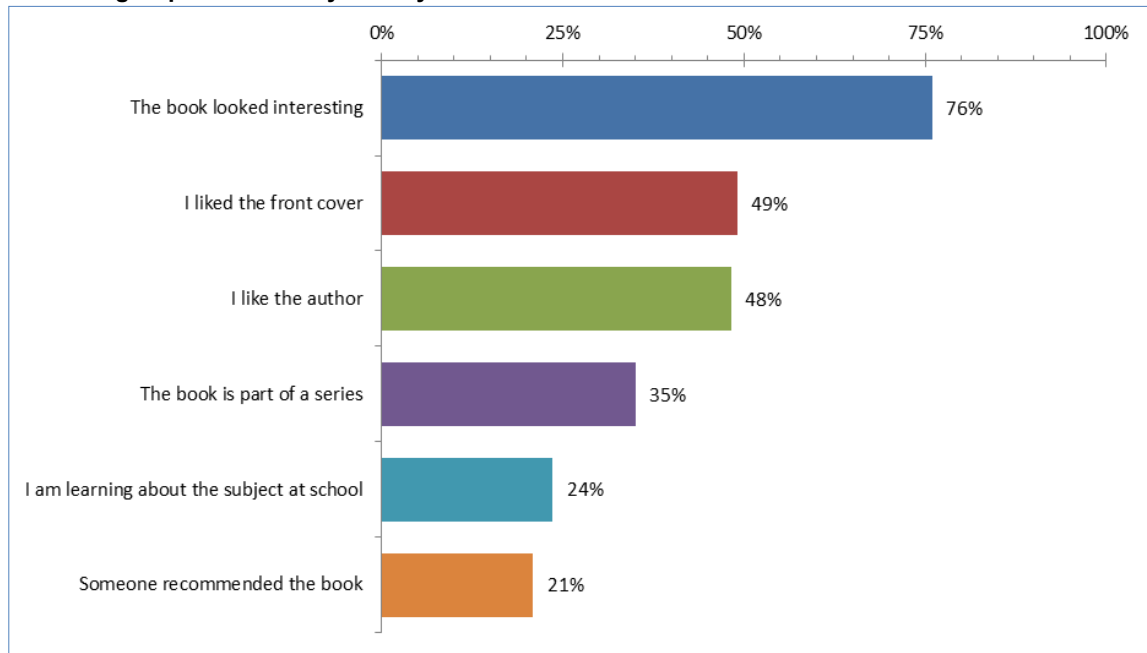
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Results of the KS3 to 4 group questionnaire

The KS3 to 4 group were also asked **"This term, have you borrowed a book from this library to read for pleasure?"** of which 72% said yes. This is lower than the percentage of KS2 respondents that said yes to this question (86%).

Those that said yes were asked an additional question "**What exactly made you want to read it?**" The most common responses were that 'it looked interesting' (41%) and 'the front cover looked good' (41%). The least common reasons were 'I saw the film' (9%) and 'I saw it advertised' (6%).

Figure 45: KS3 to KS4 group: what exactly made you want to read it?
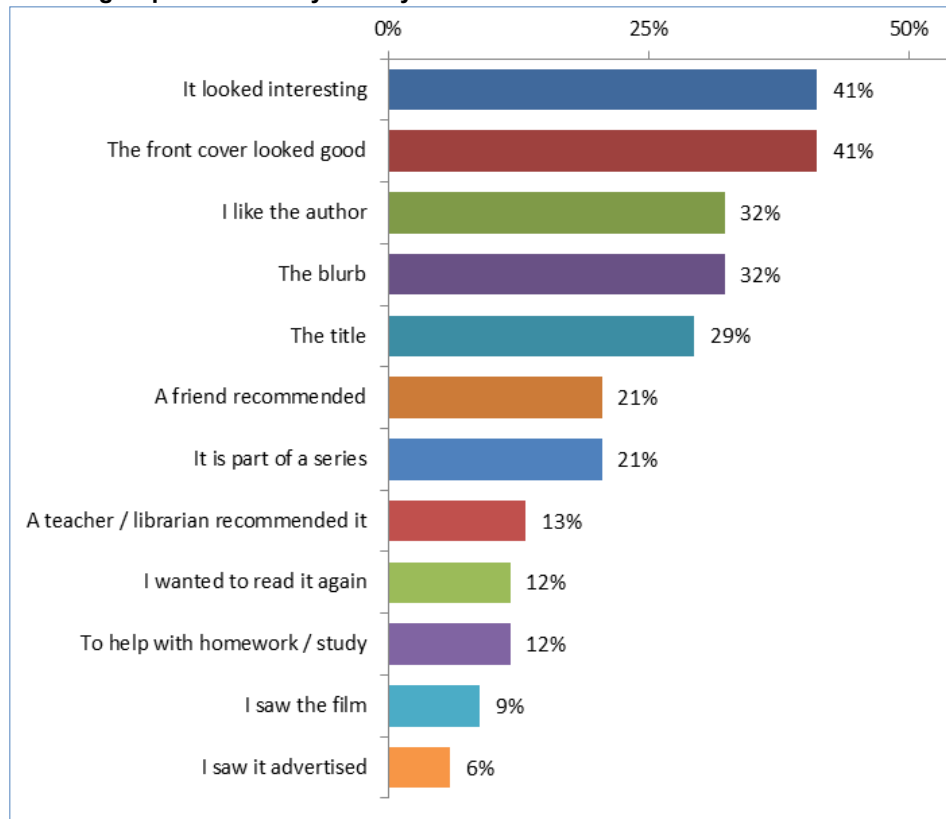
This group was also asked "**This term, have you asked the library staff for help with your school work?**" 15% of respondents said yes. Those that said yes were then asked to score the staff out of 10 on helpfulness with school work; on average the staff scored 9.2 for this question.

They were then asked "**This term, have you used any library books to help with school work?**" 34% of respondents said yes. Those that said yes scored the library 8.7 out of 10 for the helpfulness/usefulness of the books in helping with their school work.

The next question was "**This term, have you used the library computers to help with school work?**" 24% of respondents said yes. Those that said yes scored the library 8.4 out of 10 for how good the computers were in helping with their school work.

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The final question for this age group was around future activities "**Whether you do these activities now or not, which would you like to do in the future?**"

- 68% said they would like to go to book events/author visits
- 52% said they would like to take part in creative writing groups
- 34% said they would like to join in reading groups
- 60% said they would like to take part in reading challenges
- 61% said they would like to get involved in social media activities
- 53% said they would use healthy lifestyle information
- 64% said they would get homework support
- 65% said they would like to take part in an arts workshops
- 39% said they would like to play board games
- 68% said they would like to go to film clubs
- 64% said they would to go to music events
- Volunteering 43% yes, 47% maybe, 10% no.

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11.3   Adults

In total 2,106 people aged 16 and over completed the adult survey when they visited a Barnsley library.

Demographics of Respondents

- 62% of respondents were female
- 8% were aged 17 to 25, 61% were aged 25 to 64 and 31% were aged 65 and over
- 97% were heterosexual
- 64% were not in employment (37% retired, 15% unemployed, 5% looking after home or family, 4% long-term sick or disabled, 3% student)
- 28% were not religious, 67% were Christian, 1% were Muslim and 1% were Buddhist
- 59% were married, cohabiting or in a civil partnership
- 15% of respondents reported mobility issues.
- Other health issues stated were: 9% hearing, 9% mental health, 5% dexterity, 3% eyesight, 3% learning disability and 3% other disability.

Question 1: What do you think of this library?

- 94% of respondents thought that the opening hours for the library were very good or good, 5% felt they were adequate and 1% felt they were poor.
- 71% of the respondents thought that the attractiveness of the outside of the library was very good or good, 23% felt it was adequate and 7% thought it was poor or very poor.
- 90% of respondents felt that the attractiveness of the inside of the library was very good or good, 9% adequate and 1% poor.
- 97% of respondents thought that the standard of customer care was very good or good, 2% thought it was adequate and less than 1% thought that it was poor.
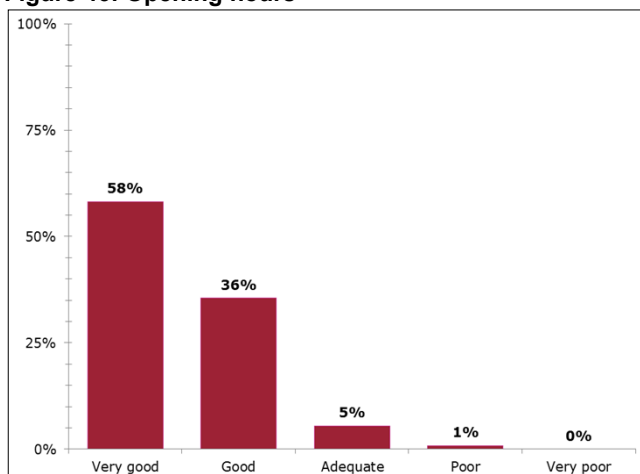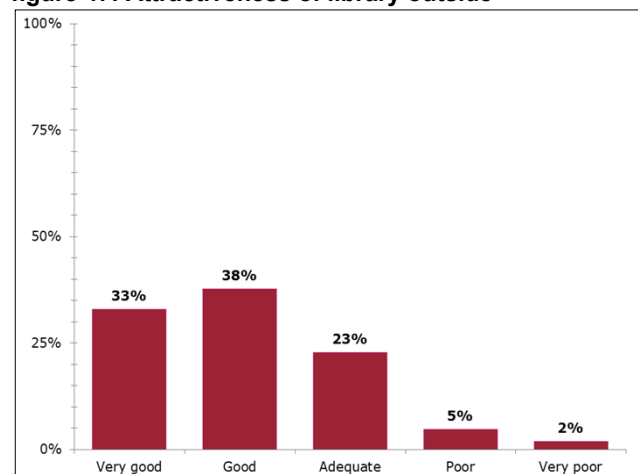
Figure 46: Opening hours

figure 47: Attractiveness of library outside

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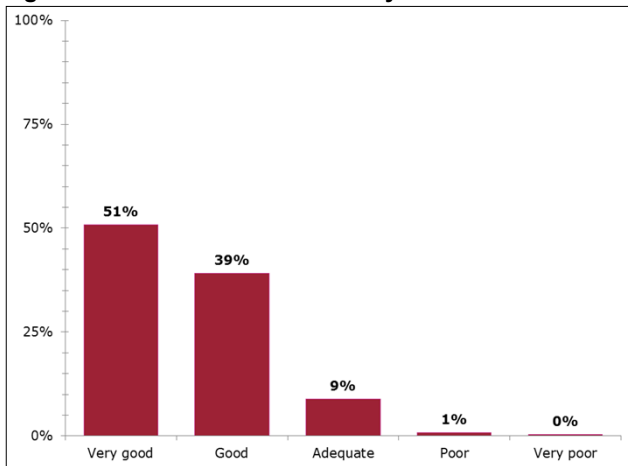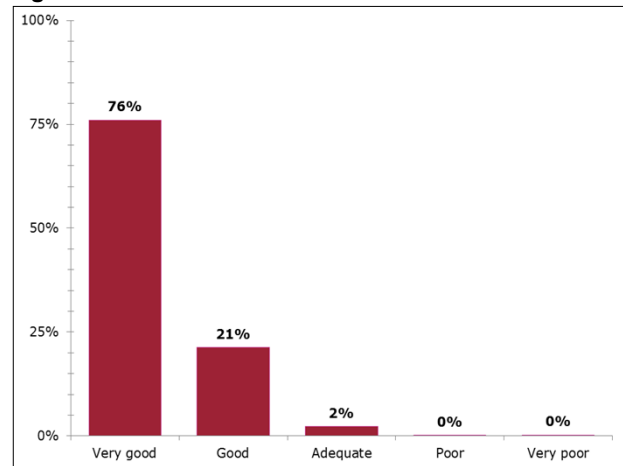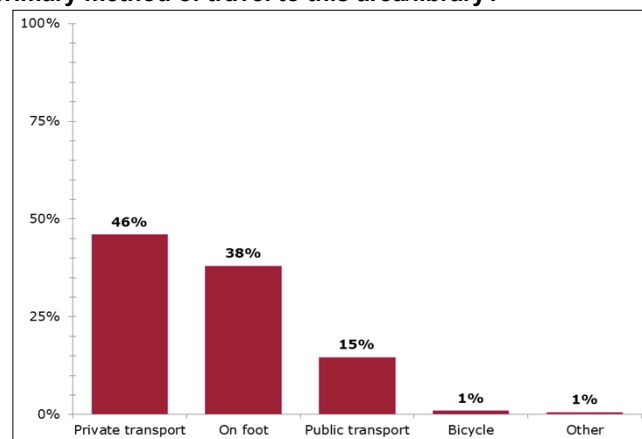**Figure 48: Attractiveness of library inside**

Figure 49: Standard of customer care

Question 2: What was your primary method of travel to this area/library?

- 46% of people visiting the library came via private transport such as a car, 38% came on foot and 15% travelled by public transport.

Figure 50: What was your primary method of travel to this area/library?

Question 3: Did you come to this library today intending to borrow one or more books?

- 50% of respondents came to the library intending to borrow books. Out of those intending to borrow books, 89% did borrow books.
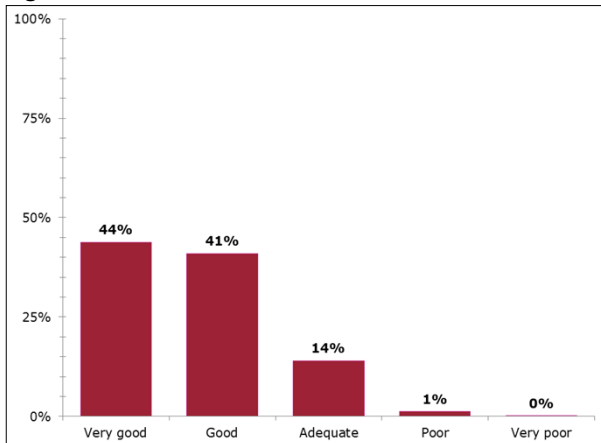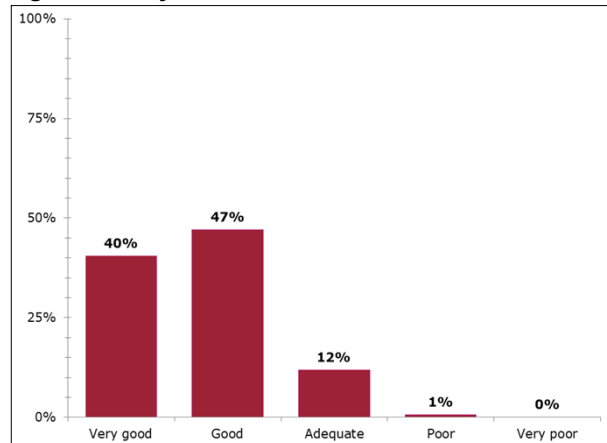
Question 4: Did you actually borrow one or more books today?

- In total 47% of respondents borrowed books on their visit to the library.

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Question 5: What do you think of the books in this library?

- 85% of people felt the choice of books in the library they visited was very good or good, 14% felt it was adequate and 1% felt it was poor.
- 87% of people felt that the physical condition of the books in the library they visited was very good or good, 12% felt it was adequate and 1% felt it was poor.

Figure 51: Choice

Figure 52: Physical condition

Question 6: Did you intend to use a library computer during your visit today?

- 37% of respondents intended to use a library computer on their visit to the library, of which 95% did use a computer.

Question 7: Did you actually use a library computer during your visit today?

- In total, 38% of respondents used a library computer on their visit to the library.

Question 8: Did you use your own computer during your visit today?

- 6% of respondents used their own computer when they visited the library.

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Question 9: What do you think of the computer facilities in this library?

- 84% of people thought the computer facilities in the library they visited were very good or good, 13% felt they were adequate, and 2% felt they were poor.

Figure 53: What do you think of the computer facilities in this library?
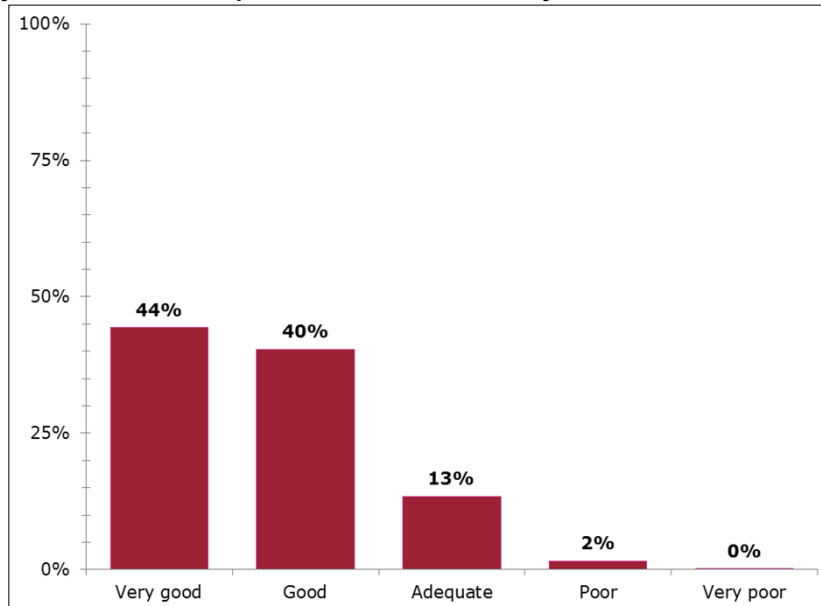
Question 10: Did you come here today to find something out? AND Question 11: If you came here today to find something out, did you succeed?

- 33% of people visiting the library came to find something out, of which 84% succeeded, 14% succeeded in part and 2% did not succeed.

Question 12: What do you think of information provision in this library?

- 88% of people visiting the library thought that the information provision was very good or good, 11% felt it was adequate and 1% felt it was poor.

Figure 54: What do you think of information provision in this library?

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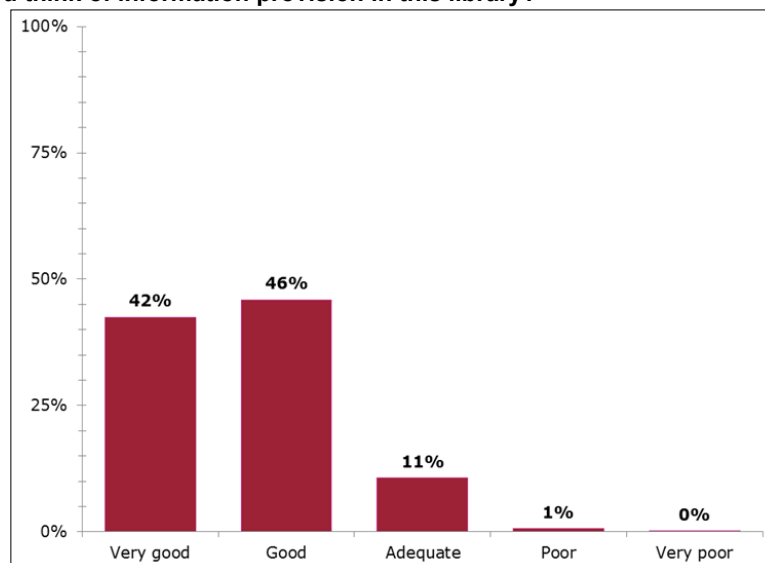
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Question 13: Taking everything into account what do you think of this library?

- 61% of people visiting the library thought that it was very good, 33% thought it was good and 6% thought it was adequate.

Figure 55: Taking everything into account what do you think of this library?
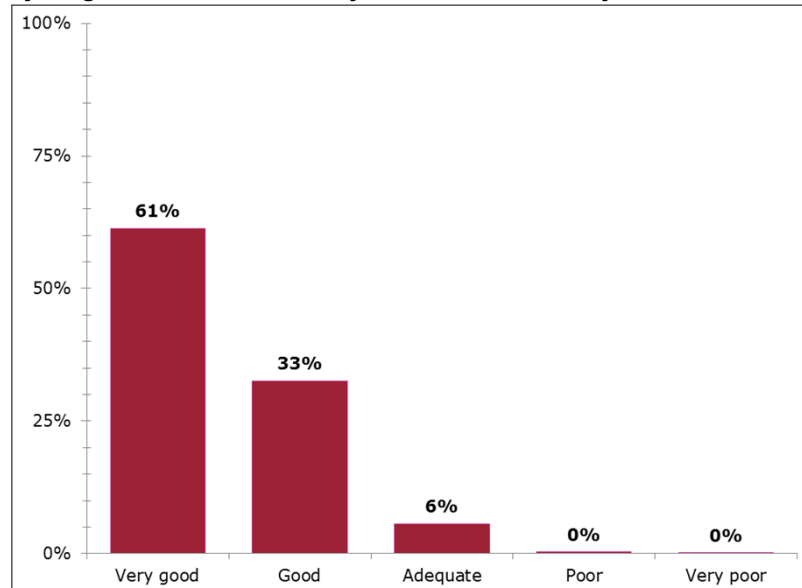
Question 14: How long have you been using this library?

- 59% of people visiting the library had been using it for more than 3 years, 20% had been using the library for between 1 and 3 years and 21% had been using it for less than a year.

Figure 56: How long have you been using this library?

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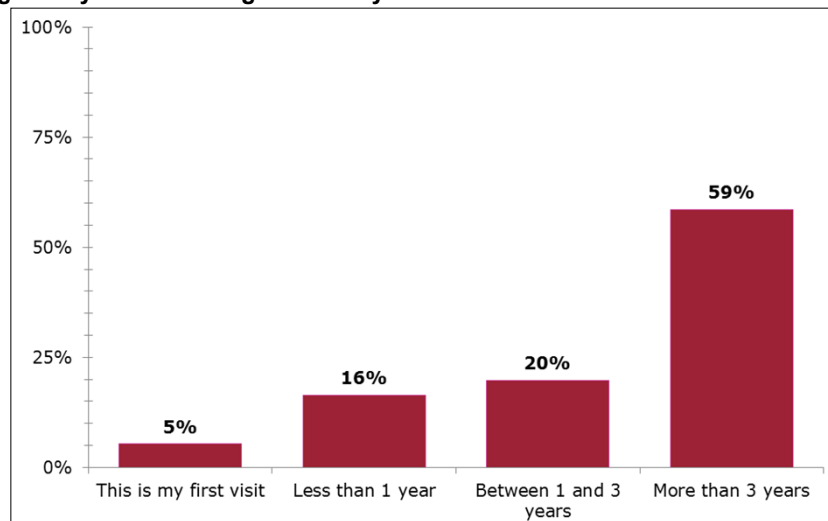
Barnsley Metropolitan Borough Council Libraries Review Needs Assessment

Question 15: Has using the library helped you with?

- The top 3 things that the library had helped with were: studying or learning (48%), getting online (40%) and meeting people (39%).

Figure 57: Has using the library helped you with?
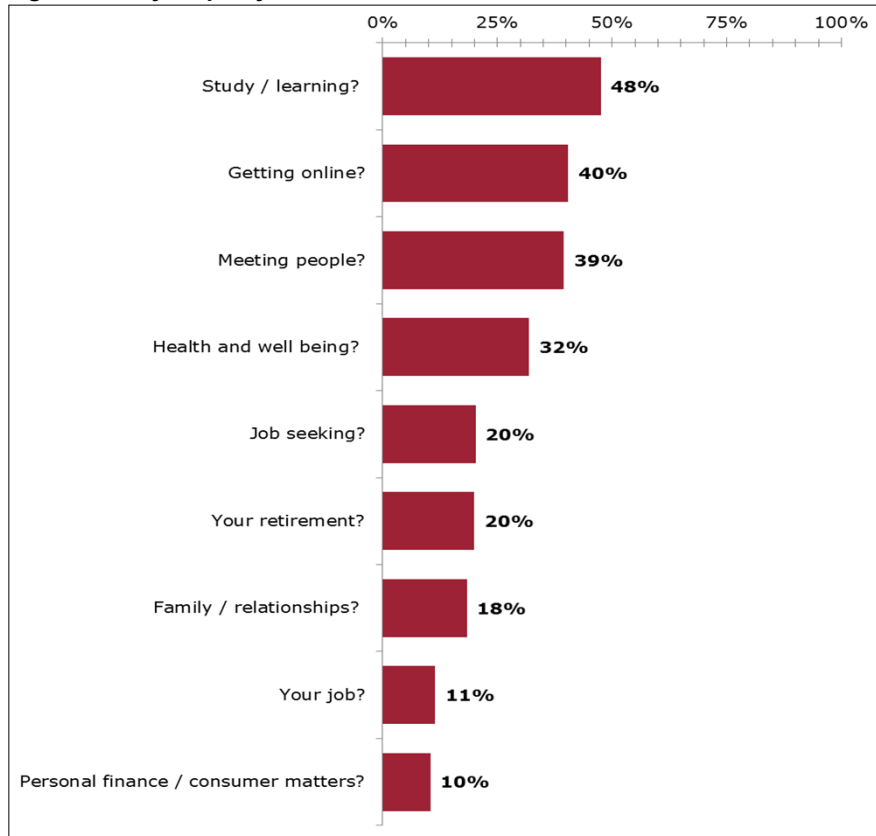
12   Appendix C: 2014 CIPFA Data

The national average represents 189 local authorities.

Key:

🟢　　Significantly better than England average

🔵　　Not significantly different from England average

🔴　　Significantly worse than England average

⚫　　No significance can be calculated

The chart overleaf shows how the CIPFA libraries data for Barnsley compares with the rest of England. The Barnsley result for each indicator is shown as a circle. The average rate for England is shown by the black line, which is always at the centre of the chart. The range of results for all local areas in England is shown as a grey bar.

For some indicators it maybe 'good' to have a low value e.g. Third Party Payments, whilst for others it may be 'poor' e.g. Number of Active Borrowers.

Barnsley Metropolitan Borough Council Libraries Review Needs Assessment

Figure 58: 2014 CIPFA Data

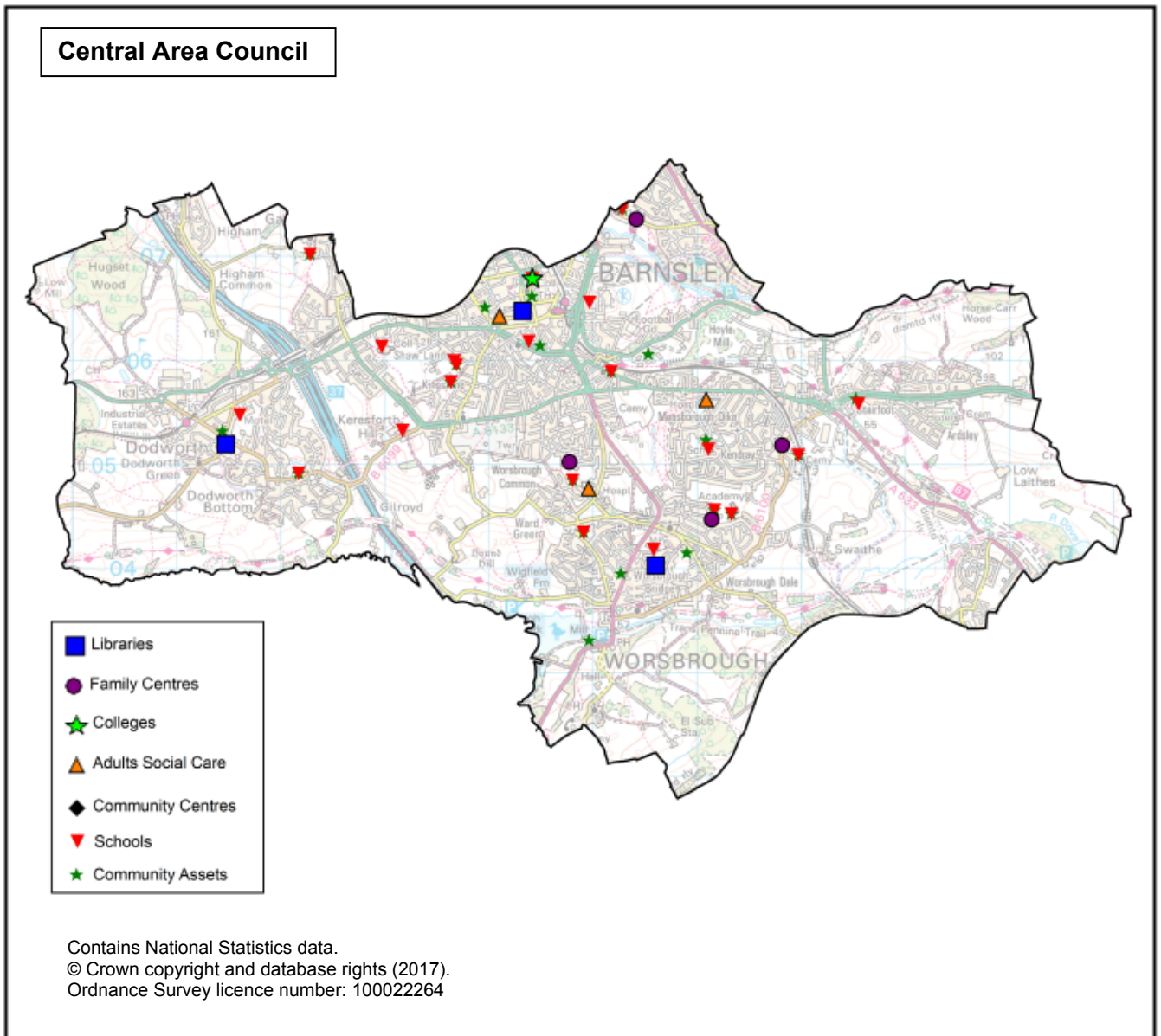| Indicator	Barnsley	National Average	Lowest nationally	England Range	Highest nationally
Number of Libraries (31/03/14)	18	21	3		110
Population (000's)	236	309	22		1494
Number of Active Borrowers per 1,000 population	101	163	77		451
Total Revenue Expenditure per 1,000 population	11922	17112	9176		48961
Volunteer hours as a % of volunteer hours plus employee hours	0.6%	3.8%	0.0%		33.6%
Physical Visits for Library Purposes per 1,000 population	3086	4624	1686		9882
Total Book Issues per 1,000 population	2515	3844	1852		7788
Total Book Stock per 1,000 population	1490	1520	737		6795
Percentage supplied within 7 days	68.7%	59.7%	25.0%		88.0%
Total Service Points per 100,000 population	8	8	2		43
Total Service Points	18	21	3		110
Total Service Points per 100,000 population	8	8	2		43
Issues per annum	172008	224279	43583		1124406
Visits per annum	198922	336257	60975		1274204
Mobile libraries per 100,000 population	0	1	0		11
Opening Hours at theBusiest Service (Issues)	50	52	31		95
Opening Hours at theBusiest Service (Visits)	50	52	31		95
Number of Active Borrowers	101	163	77		451
Number of Housebound Readers per 1,000 population	2	2	0		9
Physical Visits for Library Purposes	3086	4624	1686		9882
Percentage of Service Points with Electronic Counters	94.4%	74.9%	0.0%		100.0%
Visits to Website per 1,000 population	430	1820	0		31613
Number of Devices per 100,000 population	58	75	31		209
Number of Hours Available per 1,000 population	1149	1427	132		3326
Number of Hours Recorded per 1,000 population	344	557	53		1465
Percentage of Service Points with Public Wi-Fi Access	5.6%	50.9%	0.0%		100.0%
Total Revenue Expenditure per 1,000 population	£11,922	£17,112	£9,176		£48,961
Net Expenditure	£11,529	£15,808	£8,684		£43,830
Total Revenue Expenditure	£11,922	£17,112	£9,176		£48,961
Total Revenue Income	-£394	-£1,304	-£13,851		£989
Employees	£5,428	£8,881	£4,164		£24,646
Premises	£3,187	£2,283	£1		£11,851
Total Materials	£636	£1,642	£373		£4,238
Computing Costs	£734	£486	£0		£1,976
Other Supplies & Services	£532	£776	£0		£13,954
Transport	£146	£211	£0		£1,326
Third Party Payments	£5	£263	£0		£5,092
Support Service Costs	£1,254	£2,570	£0		£14,655
Overdue Charges	-£139	-£182	-£1,514		-£22
Hire of Audio & Visual Materials	-£57	-£137	-£660		£187
Specific Grants	-£12	-£209	-£11,695		£244
Receipts from the Public	-£218	-£360	-£5,467		£587
Corporate Income	£0	-£209	-£7,062		£0
Other Income	-£18	-£230	-£3,630		£115
Other Income	-£18	-£230	-£3,630		£115
Reservation Fees	-£18	-£20	-£121		£8
Electronic Revenue	£0	-£34	-£601		£97
Lettings	£0	-£107	-£1,553		£18
Provision to other LAs	£0	-£68	-£3,250		£0
Average Cost per Acquisition (Books)	£6	£7	£4		£13
Cost per Visitor	£4	£4	£2		£13
Employee Expenditure as a % of Revenue Expenditure	45.5%	52.5%	28.7%		79.9%
Material Expenditure as a % of Revenue Expenditure	5.3%	10.0%	2.0%		19.3%
Support Service Costs as a % of Revenue Expenditure	10.5%	14.4%	0.0%		50.3%
Cost per Available Hour	£10	£13	£5		£36
Net Expenditure	£12,430	£14,783	£2,542		£40,270
Total Revenue Expenditure	£13,763	£16,217	£3,146		£42,067
Total Revenue Income	£1,333	£1,433	£164		£13,514
Employee Expenditure as a % of Revenue Expenditure	53.0%	54.1%	23.4%		80.8%
Material Expenditure as a % of Revenue Expenditure	10.5%	10.9%	3.4%		32.5%
Total Staff per 100,000 population	27	32	18		81
Professional Staff per 100,000 population	2	5	0		17
Other Paid Staff per 100,000 population	25	27	9		64
Employee Costs per Employee	£20,394	£27,666	£16,132		£58,047
Employees per 1,000 population	0.3	0.3	0.2		0.8
Employee Costs per 1,000 population	£5,428	£8,881	£4,164		£24,646
Number of Volunteers	17	176	0		1489
Number of Volunteer Hours	614	6798	0		68520
Number of Hours per Volunteer	36	44	2		201
Volunteer hours as a % of volunteer hours plus employee hours	0.6%	3.8%	0.0%		33.6%
Number of volunteers as a % of volunteer headcount plus employee headcount	21.3%	50.1%	0.0%		92.2%

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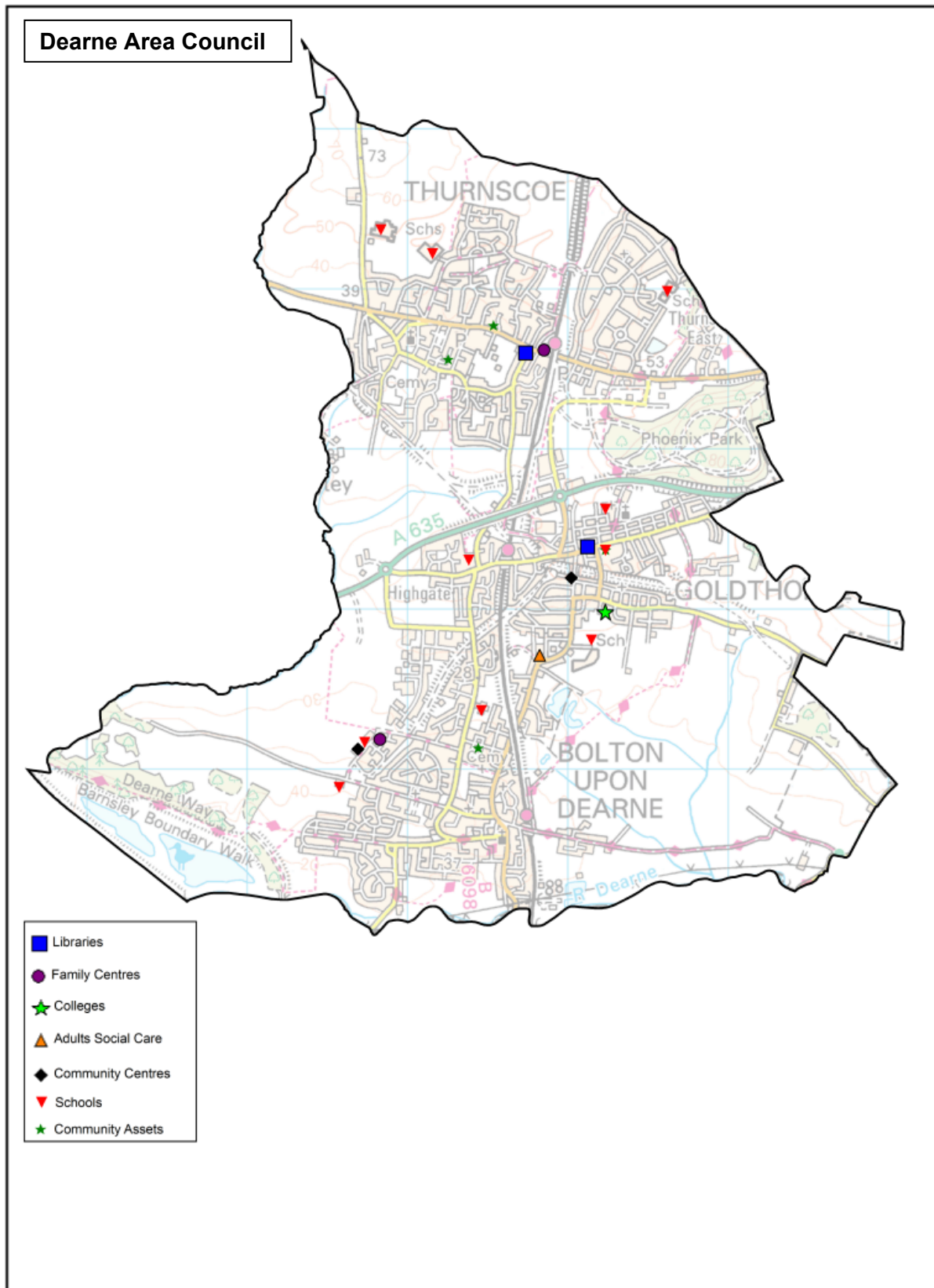# Barnsley Metropolitan Borough Council Libraries Review Needs Assessment

Indicator	Barnsley	National Average	Lowest nationally	England Range	Highest nationally
Total Book Issues per 1,000 population	2515	3844	1852		7788
Total Book Issues	2515	3844	1852		7788
Adult Fiction Issues	1349	1701	579		2941
Adult Non-Fiction Issues	397	779	218		2943
Children's Fiction Issues	683	1152	384		2504
Children's Non-Fiction Issues	85	212	60		792
Total Book Issue Stock Turn	3	3	1		7
Adult Fiction Stock Turn	3	4	2		10
Adult Non-Fiction Stock Turn	2	2	1		6
Children's Fiction Stock Turn	3	4	1		8
Children's Non-Fiction Stock Turn	1	2	0		5
Total Audio, Visual, Electronic & Other Issues	107	312	52		839
Music Issues	12	34	0		316
Adult Talking Book Issues	34	104	0		244
Children's Talking Book Issues	7	18	0		99
Video & DVD Issues	42	101	0		496
Multimedia & Open Learning Pack Issues	5	6	0		54
eBook Issues	1	39	0		594
eAudio Issues	6	10	0		130
eAudiovisual Issues	0	0	0		20
Number of Requests for Specific Items	68	207	19		636
Number of Online Requests	10	85	3		417
Number of Enquiries	256	770	29		4347
Number of Online Enquiries	7	65	1		1503
Supplied	1	5	0		117
Received	0	5	0		114
Total Book Stock	1490.3	1519.6	737.4		6794.7
Reserve Stock	326.8	147.2	0.0		2783.0
Reference Book Stock	186.8	142.5	2.8		2324.6
Adult Fiction Stock	396.6	420.6	138.8		1724.0
Children's Fiction Stock	244.1	303.7	104.6		1609.1
Adult Non-Fiction Stock	253.2	382.1	121.2		2219.4
Children's Non-Fiction Stock	82.7	123.5	32.1		1252.4
Total Audio Visual Stock	65.3	138.3	17.8		486.5
Reference Stock	0.1	1.1	0.0		79.2
Music Stock	15.8	25.6	0.0		131.2
Children's Talking Book Stock	4.9	7.1	0.0		46.4
Adult Talking Book Stock	7.4	32.2	3.0		83.2
Video & DVD Stock	23.0	37.5	0.0		123.3
Multimedia & Open Learning Packs	3.0	3.0	0.0		51.8
eBooks	2.5	18.6	0.0		178.0
eAudio	5.0	4.7	0.0		55.7
eAudiovisuals	0.0	0.0	0.0		1.9
Reserve Stock	3.7	8.3	0.0		130.7
Total Book Acquisitions	53.9	159.8	18.5		451.5
Reference Book Acquisitions	0.3	2.2	0.0		24.9
Adult Fiction Acquisitions	24.3	67.8	15.6		170.1
Adult Non-Fiction Acquisitions	9.2	33.2	1.5		142.3
Children's Fiction Acquisitions	18.5	46.2	1.2		115.4
Children's Non-Fiction Acquisitions	1.7	10.5	0.0		68.0
Total Audio Visual Acquisitions	13.3	19.9	1.2		136.4
Reference Acquisitions	0.1	0.0	0.0		1.1
Music Acquisitions	1.9	1.7	0.0		18.3
Adult Talking Book Acquisitions	0.6	3.2	0.0		25.3
Children's Talking Book Acquisitions	0.0	0.6	0.0		5.7
Video & DVD Acquisitions	3.1	6.0	0.0		22.3
eAudio & eAudiovisual Acquisitions	5.0	1.8	0.0		55.7
eBook Acquisitions	2.5	6.5	0.0		126.5
Multimedia & Open Learning Packs	0.2	0.2	0.0		4.7
Lending Stock Replenishment Rate	15.5	8.5	3.5		56.1
Choice of Books is 'Very Good' or 'Good'	87%	80%	67%		95%
Percentage supplied within 7 days	69%	60%	25%		88%
Percentage supplied within 15 days	76%	75%	47%		94%
Percentage supplied within 30 days	84%	86%	48%		100%
Library Opening Hours are 'Very Good' or 'Good'	93%	86%	54%		96%
Library is 'Very Good' or 'Good'	97%	92%	67%		99%
Choice of Books is 'Very Good' or '=Good'	87%	80%	67%		95%
Choice of Books is 'Very Good' or 'Good'	9	9	9		10

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13 Appendix D: Assets by Area Council

13.1   Central

Central Area Council

Libraries
Family Centres
Colleges
Adults Social Care
Community Centres
Schools
Community Assets

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13.2   Dearne

13.3   North

North Area Council

Libraries
Family Centres
Colleges
Adults Social Care
Community Centres
Schools
Community Assets

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13.4   North East

North East Area Council

Libraries

Family Centres

Colleges

Adults Social Care

Community Centres

Schools

Community Assets

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Barnsley Metropolitan Borough Council Libraries Review Needs Assessment

13.5   Penistone

Penistone Area Council

Libraries
Family Centres
Colleges
Adults Social Care
Community Centres
Schools
Community Assets

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Barnsley Metropolitan Borough Council Libraries Review Needs Assessment

13.6   South Area

South Area Council

Libraries
Family Centres
Colleges
Adults Social Care
Community Centres
Schools
Community Assets

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